

## Meeting of the Regional Transport Committee

**Date:** Friday 6 June 2025  
**Time:** 10.00am  
**Venue:** Council Chamber  
Hawke's Bay Regional Council  
159 Dalton Street  
NAPIER

### Attachments excluded from the Agenda [Available online only](#)

---

Item	Title	Page
<b>5.</b>	<b>Regional Public Transport Plan 2025-2035</b>	
	Attachment 1: Tracked changes RPTP for 6 June 2025 deliberations	2
	Attachment 2: MyWay Review summary of findings	92
<b>6.</b>	<b>Regional Transport Programme June 2025 update</b>	
	Attachment 1: Regional Transport Programme tracker June 2025	95
<b>10.</b>	<b>NZTA / Waka Kotahi Central Region Regional Relationships Director's June 2025 update</b>	
	Attachment 1: NZTA June 2025 detailed update	97
	Attachment 2: NZTA June 2025 HB RTC presentation	104
<b>11.</b>	<b>Transport Rebuild East Coast (TREC) June 2025 update</b>	
	Attachment 1: TREC June 2025 update	117

---



D  
R  
A  
F  
T

Transport Planning

# Draft Regional Public Transport Plan 2025-2035

ISSN number: 978-0-947499-53-2  
Hawke's Bay Regional Council Publication No. 5684

Prepared By:  
Bryce Cullen - Senior Advisor Transport Strategy & Policy

Reviewed By:  
**Russell Turnbull** – Manager – Transport

Approved By:  
**Katrina Brunton** – Group Manager – Policy and Regulation

D  
R  
A  
F  
T

## Contents

	Foreword of the draft Regional Public Transport Plan 2025 - 2035 .....	1
<b>1</b>	<b>Introduction .....</b>	<b>3</b>
1.1	About the Regional Public Transport Plan .....	3
1.2	Timeframe.....	3
1.3	Strategic context for the RTPP .....	3
1.4	Strategic Case.....	7
1.5	Business Case for Public Transport Services .....	9
<b>2</b>	<b>Background .....</b>	<b>10</b>
2.1	Current services .....	10
2.2	Why HBRC subsidises public transport .....	17
2.3	Integrated planning and delivery – working with delivery partners .....	18
2.4	Funding .....	21
<b>3</b>	<b>The Transport Disadvantaged .....</b>	<b>25</b>
<b>4</b>	<b>Vision, Objectives and Policies .....</b>	<b>27</b>
4.1	Vision.....	27
4.2	Objectives and policies for Hawke’s Bay Regional Council Bus Services .....	27
4.3	Objective and policies for Total Mobility .....	35
4.4	Objectives and policies for Community Transport .....	39
<b>5</b>	<b>What we plan to do .....</b>	<b>41</b>
5.1	Strategic response.....	41
5.2	Planned activities .....	42
<b>6</b>	<b>Review and monitoring.....</b>	<b>47</b>
6.1	Monitoring .....	47
6.2	Information requirements .....	48
6.3	Review.....	48
<b>7</b>	<b>Legislative requirements.....</b>	<b>48</b>
<b>8</b>	<b>Significance Policy .....</b>	<b>48</b>
<b>9</b>	<b>Third Party Funding, Farebox Recovery Monitoring, and Fare Setting Policy .....</b>	<b>48</b>
<b>10</b>	<b>Bus advertising policy .....</b>	<b>48</b>
<b>11</b>	<b>Consultation undertaken .....</b>	<b>48</b>
	Glossary and abbreviations .....	49
<b>Appendix A</b>	<b>Planned new routes and long-term service improvements.....</b>	<b>50</b>
<b>Appendix B</b>	<b>Description of services integral to the Hawke’s Bay public transport network and unit delineation.....</b>	<b>69</b>

D R A F T	<b>Appendix C</b>	<b>Legislative requirements.....</b>	<b>76</b>	
	<b>Appendix D</b>	<b>Significance policy .....</b>	<b>79</b>	
	<b>Appendix E</b>	<b>Private share revenue, Farebox recovery monitoring, and Fare Setting Policy .....</b>	<b>81</b>	
	<b>Appendix F</b>	<b>Hawke's Bay Regional Council Bus Advertising Policy .....</b>	<b>85</b>	
	<b>Tables</b>			
		Table 1: Current integral services and service improvements made to the Hawke's Bay network since 2011		12
	Table 2: HBRC customer policies		27	
	Table 3: HBRC service policies		31	
	Table 4: HBRC experience policies		33	
	Table 5: HBRC future network policies		34	
	Table 6: HBRC total mobility customer policies		35	
	Table 7: HBRC total mobility service policies		36	
	Table 8: HBRC total mobility experience policies		38	
	Table 9: HBRC total mobility future policies		39	
	Table 10: HBRC community transport policies		40	
	Table 11: Planned activities		43	
<b>Figures</b>				
	Figure 1: Proposed new Napier-Hastings bus network		2	
	Figure 2: Vehicle Kilometres Travelled in Hawke's Bay by road type – Source New Zealand Transport Agency		8	
	Figure 3: Hawke's Bay bus passenger trips by year		15	
	Figure 4: Hawke's Bay total mobility passenger trips by financial year 2012/13 – 2023/24.		17	
	Figure 5: Percentage of fares covering cost of public transport operation		23	
	Figure 6: Fares charged versus bus patronage 2017-2024		24	
	Figure 7: Planned Route 1 map		52	
	Figure 8: Planned Route 2 map		54	
	Figure 9: Planned Route 3 map		56	
	Figure 10: Planned Route 4 map		58	
	Figure 11: Planned Route 5 map		60	
	Figure 12: Planned Route 6 map		62	
	Figure 13: Planned Route 7 map		64	
	Figure 14: Planned Route 8 map		66	
	Figure 15: Route 9 Proposed CHB Commuter Express Trial map		68	
	Figure 16: Farebox recovery rates by year		83	

## Foreword of the draft Regional Public Transport Plan 2025 - 2035

D  
R  
A  
F  
T

In 2022, Hawke's Bay Regional Council adopted a new and visionary Regional Public Transport Plan after extensive consultation envisaging a new bus network that provided not only more efficient bi-directional bus routes, but also improvements where buses would run more frequently, later, earlier, and with greater weekend services. The 2022 plan envisaged these changes would occur this year, in 2025.

The region and the country have changed since 2022, however, which has significantly impacted the ability to implement the 2022 plan. Funding for public transport improvements is constrained within Hawke's Bay as we focus on rebuilding our flood resilience post Cyclone Gabrielle, and national funding is also constrained with competing transport priorities taking precedence.

This review, a requirement of the Land Transport Management Act, ~~proposes we reconfirm~~s our intent to move to a new network design of more efficient bi-directional routes, but practically accepts many of the previously planned frequency and span of hours improvements will need to wait until additional funding becomes available. In the short term, we think we can use existing resources to move to the new network but operating it within the current timetable and overall levels of service.

The new network is still in draft form, and as always there is no doubt room to improve. We need your feedback on what could change and why. The following page shows the ~~envisaged planned~~ new network, with some potential future tweaks to come.

~~Tell us – will it work for you and your community?~~

In this plan we also have several refinements on the 2022 plan to ensure we have the framework to deliver an efficient and effective bus and Total Mobility service to the region.

The funding required to provide Total Mobility services is putting extreme strain on our resources available for this essential service. We do not want to restrict how Total Mobility is used by those who need it, but we can put some controls on how our taxi and companion service operators provide these services. ~~These proposed controls are outlined in this plan.~~

~~This is also only a review of the 2022 Regional Public Transport Plan, not a rewrite. We have therefore included "What's changed" bubbles to sections that have had any major changes since the 2022 Plan, to allow readers to quickly identify areas they may have a specific interest in.~~

~~Your views count. Please consider what is proposed in this 2025 Draft Regional Public Transport Plan and make a submission! Thank you.~~

D  
R  
A  
F  
T



Figure 1: Proposed-Planned new Napier-Hastings bus network

## 1 Introduction

### 1.1 About the Regional Public Transport Plan

The Hawke's Bay Regional Public Transport Plan (RPTP), prepared by the Hawkes Bay Regional Council (HBRC), is a strategic document that sets the objectives and policies for public transport, contains details of the public transport network and development plans for the next ten years.

The RPTP provides a means for councils, transport operators, stakeholders, and the public to work together to develop and improve the public transport network and supporting infrastructure.

Hawke's Bay Regional Council (HBRC) is responsible for providing public transport services in our region, which largely comprise bus services that operate in and between Napier and Hastings, and the Total Mobility service, which provides subsidised transport for people with disabilities who are unable to access or use other transport alternatives, such as public buses. These services are provided under contract to, and are subsidised by, HBRC. Each Council in the urban areas serviced by public transport, being Hastings District Council and Napier City Council, are responsible for the deliver of supporting infrastructure. This can include bus stop, lighting, suitable sidewalks, and more. HBRC works closely with these Councils, as key delivery partners, to ensure the necessary supporting infrastructure that is fit for form and function is in place the enable and enhance the service.

The money to pay for these contracts comes from fares from passengers using the service, New Zealand Transport Agency Waka Kotahi and HBRC ratepayers. The money to pay for supporting infrastructure comes from both New Zealand Transport Agency Waka Kotahi and the relevant Council.

### 1.2 Timeframe

This RPTP covers the ten-year period from 2025 to 2035 but must be reviewed in three years' time. However, the Plan may also be reviewed in the event of any major changes to the funding or planning environment.

### 1.3 Strategic context for the RPTP

#### 1.3.1 The Land Transport Management Act 2003

The Land Transport Management Act 2003 (LTMA) was amended in 2013, repealing the Public Transport Management Act and bringing the relevant provisions into the LTMA. The LTMA was further amended in 2023 to introduce the Sustainable Public Transport Framework (SPTF) - a new framework for the planning, procurement, ownership, and delivery of public transport services. There is a strong emphasis on value chain involvement, workforce sustainability, and service delivery.

The purpose of the LTMA is to "contribute to an effective, efficient and safe land transport system in the public interest" and requires regional councils to adopt a regional public transport plan (RPTP), which must be reviewed every three years. The LTMA prescribes how plans are to be developed and sets out the matters that must be contained in a plan. It also describes the purpose of the plan, which is to:

- describe the public transport services that are integral to the public transport network
- define the policies and procedures that apply to those public transport services
- identify the information and infrastructure that supports public transport

Principles of the SPTF have been incorporated into the amended LTMA. The SPTF seeks to prioritise mode-shift, fair and equitable treatment of employees, and improved environmental and health outcomes. It aims to make working in public transport a more attractive career option and gives Council's the opportunity to be involved in the ownership and delivery of services. The SPTF has the following objectives that are woven into the LTMA and subsequently into RPTPs:

- public transport services supports mode-shift from private motor vehicles, by being integrated, reliable, frequent, accessible, affordable, and safe
- employment and engagement of the public transport workforce is fair and equitable, providing for a sustainable labour market and sustainable provision of public transport services

D  
R  
A  
F  
T

- Well-used public transport services reduce the environmental and health impact of land transport, including by reducing reliance on single occupancy vehicles and by using zero-emissions technology.
- Provision of services supports value for money and efficiency from public transport investment while achieving the first three objectives.

### 1.3.2 Land Transport Management Act (Regulation of Public Transport) Amendment Act 2023

In August 2023, the Land Transport Management Act (LTMA) was amended with the passing of the Land Transport Management (Regulation of Public Transport) Amendment Act 2023. The Amendments to the Act mean:

- There are new objectives for the planning, procurement, and delivery of public transport to be established and embedded in the LTMA
- That in – house delivery of public transport services is enabled
- That there is transparency around aspects of service delivery including the procurement and contractual arrangements
- Different asset ownership, including public transport authorities owning assets directly, is enabled
- Greater collaboration is encouraged between regional Councils and territorial authorities in preparing regional public transport plans
- The framework for exempt services has changed, expanding the scope to include commercial and inter-regional public transport services
- The definition of Public Transport is expanded to include On-Demand public transport services and shuttle services
- Some exempt On-Demand services are allowed, and all exempt shuttle services are to be operated without the requirement to be registered with the regional council
- That regional councils can procure, contract, and deliver on demand services separately to timetabled services

The amendments acknowledge that need for public transport investment to be efficient and provide better value for money. It facilitates stronger measures for Territorial Authority involvement in the RPTP development process. The changes also acknowledge that the previous operating model created a barrier for decarbonisation targets and improvement of employee terms and conditions.

Some of the changes to the LTMA will be appropriate and applicable in Hawke’s Bay, while others will not. Some may become applicable over time.

### 1.3.3 The Ministry of Transport Outcomes Framework

The Ministry of Transport’s Transport Outcomes Framework outlines five outcome areas sought from the transport system. Public Transport contributes to these outcome areas in various ways.

By way of example, public transport can:

- Enable efficient and productive use of high value urban space (*supporting economic prosperity and environmental sustainability*)
- Reduce congesting and decrease travel times (*economic prosperity*)
- Improve access to markets, employment, and areas that contribute to economic growth (*economic prosperity, inclusive access*)
- Enable access to employment, education, healthcare, social and cultural opportunities (*economic prosperity, inclusive access, healthy and safe people*).
- Ensure access to essential services for those unable to drive (*economic prosperity, inclusive access, healthy and safe people*)
- Provide resilience to rising transport and energy costs by providing an alternative to private motor vehicles (*resilience and security, inclusive access, economic prosperity*)

D  
R  
A  
F  
T

- Reduce harmful emissions to the environment and human health (*environmental sustainability, healthy and safe people*)
- Reduce deaths and serious injuries as public transport is among the safest form of transport (*healthy and safe people*)



### 1.3.4 The Government Policy Statement on Land Transport

The Government Policy Statement on Land Transport (GPS) sets out the Government's desired outcomes and priorities for the national land transport system and determines how investment into the land transport system from the National Land Transport Fund (NLTF) will contribute to achieving overall government outcomes. It outlines central government's strategy to guide land transport investment over the next 10 years. It also provides guidance to decision makers about where and under what conditions government will focus investment and allocate resource.

The GPS 2024 – 2034 sets out four strategic priorities:

1. Economic growth and productivity
2. Increased maintenance and resilience
3. Safety
4. Value for money

Over \$7 billion is spent through the NLTF each year, supported by co-investment from local government, along with some additional funding and financing.

The GPS influences decisions on how money from the NLTF will be invested across approved activities that align with the GPS strategic direction, such as Public Transport Services. Central government can also provide additional funding to progress specific transport activities or projects. In most cases, this funding is appropriated by Parliament outside of the NLTF and is spent by NZTA or, in some cases KiwiRail, acting as the Crown's delivery agent.

The Hawke's Bay RTP has taken account of the 2024 GPS direction and priorities, particularly in relation to economic growth and productivity, as well as value for money, through creating a path for "step change" in public transport for Hawke's Bay.

D  
R  
A  
F  
T

The RTP contains the following direction that is consistent with the GPS:

- Longer term investments in increased frequency and span of public transport services to meet the objective of Economic Growth and Productivity
- Supports both value for money and patronage increases, better private share levels, and economic growth and productivity, through more direct routes, better frequency, and a reliable service meaning users (both current and future) reduce their costs and increase their access while reducing travel times.
- Increases safety by creating a genuine commuting and travel alternative for users, helping to reduce single occupancy car trips and reducing road user risk.

### 1.3.5 The Regional Land Transport Plan

The Regional Land Transport Plan (RLTP) sets out the region's vision, objectives and funding bids, along with accompanying investment allocations, for all modes of land transport for which funding is received from the National Land Transport Fund. It contains objectives relevant to public transport and seeks the optimal funding for the provision of public transport services and infrastructure over the next three years.

The RLTP has the following 30-year strategic vision:

"An efficient transport system that is resilient, low emissions, safe, provides genuine and equitable choices, and places community wellbeing at the centre."

The RLTP goes on to set out that for Hawke's Bay to achieve this vision we must:

- Have an efficient, resilient, safe, and equitable transport system
- Reduce emission and vehicle kilometres travelled while improving health outcomes
- Ensure that all parts of the transport system integrate and connect the communities they serve
- Ensure critical routes, or suitable alternative are operating for communities, people, and freight at all times.

Underpinning the 30-year strategic vision are five strategic objectives. These help to articulate what the region aims to do to deliver on the regional vision over time. The supporting strategic objectives are:

- 1. Resilience and security**  
Invest in an efficient transport system that is resilient to a changing climate and other risks, with urgency and priority.
- 2. Emissions Reduction**  
Drive a low – emissions transport system that reduces the risks associated with global warming.
- 3. Healthy and safe people**  
Provide a safe transport system for all users and modes that reduce the economic and social costs of crash injuries.
- 4. Inclusive access**  
Support fit-for-purpose, genuine, safe, and equitable transport choices for all users to sustain the health and wellbeing of communities.
- 5. Environmental sustainability**  
Integrate land use planning and development to enable effective and efficient use of transport networks.

Following the devastating impacts of Cyclone Gabrielle in February 2023 the RLTP was re-written to reflect the reality our region faced.

The Cyclone highlighted that our transport system is at the limit of its durability, network improvements and enhancements are no longer appropriate for the environmental conditions, and transport choices are limited and some-what disconnected. Further, the Cyclone emphasised that our relatively car centric transport system is not as resilient as it could be, and that alternative transport options, such as public transport, are vital to a thriving and connected region.

D  
R  
A  
F  
T

The RLTP is primarily focused on resilience and securing reliable journeys for the community. By providing a genuine and reliable transport alternative, public transport contributes to resilience, along with driving a low emissions transport system and improving health outcomes. Aligning with the GPS on land transport 2024, the planned new public transport network can enable greater economic growth and productivity by creating efficient and effective connections to work, education, healthcare, and social engagements along with a host of broader outcomes.

### 1.3.6 Hawke's Bay Regional Council Plans

The HBRC Strategic Plan 2020-25 identifies four areas of focus for this period. One of these is for sustainable and climate resilient services and infrastructure. The plan sets a strategic goal of a carbon neutral Hawke's Bay by 2050. The public transport services described in this RPTP will contribute to this goal. At the time of writing the HBRC Strategic Plan 2020 – 25 is current. Throughout 2025 the HBRC strategic plan will undergo a refresh, and some elements of the strategic direction may change.

The HBRC Long Term Plan sets out public transport activities and funding sources for the next three years. The current LTP, unlike others with a ten-year horizon, focuses only on the next three years. This is a result of a special condition granted to regions that had been significantly impacted by Cyclone Gabrielle. Subsequent Long-Term Plans will revert to the usual ten-year horizon. The plan is reviewed every three years, but significant changes in activities or expenditure are captured in an annual plan.

## 1.4 Strategic Case

This section provides a summary of the strategic case for the Regional Public Transport Plan. The strategic case forms part of the business case approach to investment in transport. As part of this process, key stakeholders in public transport have jointly identified regional problems, the benefits of addressing those problems, and responses to them, considering the feedback received from consultation with bus users and stakeholder organisations.

**Problem 1: Driving (Vehicle Kilometres Travelled) has been increasing in Hawke's Bay over the last decade. This presents a challenge for increased public transport uptake, mode shift, and a low emissions transport system.**

There are many incentives to drive in Hawke's Bay. There is little congestion due to historical investment in high-capacity roads. Parking in both cities is plentiful and cheap. There is plenty of all-day free parking within easy walking distance of the city centres, and district plan rules have required parking provision for businesses until changes in 2022. Further, both long term population and economic growth have led to an increase of the movement of goods and people around the region.

This environment has supported increases in Vehicle Kilometres Travelled (VKT) over the past decade. Cyclone Gabrielle highlighted the fragility of our regional transport system and underpinned the importance of resilience and genuine transport choice to ensure people and communities stay connected, have options of how they will get around, and continue to drive a low emissions transport system. Figure 1 shows the VKT trend in Hawke's Bay between 2010 and 2024.

D  
R  
A  
F  
T

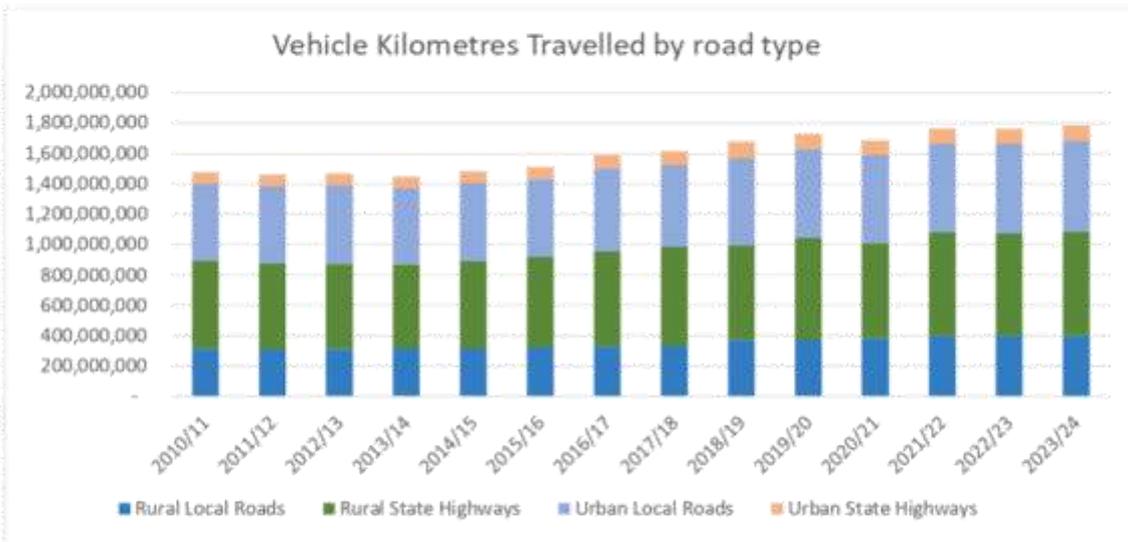


Figure 2: Vehicle Kilometres Travelled in Hawke’s Bay by road type – Source New Zealand Transport Agency

This RPTP is responding to this long-term trend by developing a plan for public transport that is a viable and attractive alternative to driving for more journeys. This will support a reduction in driving in the Napier-Hastings urban area along with an increase in genuine transport options, reliable connections, and transport resilience.

**Problem 2: The current car focused investment model in both rural and urban areas is leading to a suboptimal transport system that does not effectively integrate public transport and is inequitable for those who cannot drive.**

Historically, transport planning and investment has been targeted at providing an ever improving roading network, with public transport filling a secondary role. The urban areas have grown almost entirely with low density, car-centric, suburban development at the fringe of the cities. This has contributed to the declining use of the public transport network and growth in driving.

A focus on roading improvements and car-centric development excludes those who are unable to drive, whether due to age restrictions, disability, the cost of driving, or lack of access to any transport alternative. It is therefore an inequitable distribution of resources.

Population and economic growth are forecast to occur in Central Hawke’s Bay towns like Waipukurau and Waipawa. While this provides significant opportunities, it needs to be supported with investments in public transport. This is necessary to ensure more equitable access to the services and opportunities located in Hastings and Napier.

Wairoa currently has no public transport services, leaving the community with few options. While traditional public transport may not be well suited to a small community, there is a desire to see alternative services introduced.

**Problem 3: Public transport is not seen as an attractive or viable alternative to driving, in part due to limited frequency, span and accessibility of the existing network.**

Public transport in the region is often viewed as a mode used only by people without any alternative. In the absence of significant deterrents to driving like traffic congestion or parking pressures, many Hawke's Bay residents simply do not think public transport is for them. The convenience of driving often outweighs any other reasons for using public transport. This view supports the limited historical investment in public transport, further embedding public transport as an option only for those with no other choice.

The current public transport network uses several low-frequency one-way loop routes to provide high coverage from a limited budget, however this results in poor service levels across the network. The existing network runs at low frequencies for limited hours each day. Most services are hourly or half hourly, even at peak times, with the last buses commencing service just after 6pm on weekdays, while weekend service is even more limited. This makes it inconvenient and unattractive for most potential users, which does not help reverse falling patronage.

The strategic responses we have developed to address these issues are described in Section 5. The supporting policies for the public transport services are described in section 4.

## 1.5 Business Case for Public Transport Services



### *What's changed?*

*We've set out the approach we are taking to develop and implement the business case approach for public transport services. This focuses more on the physical infrastructure and integrated planning relating to service delivery.*

The strategic case, outlined in section 1.4, identifies the main challenges and opportunities facing public transport services in Hawke's Bay. These challenges are significant in nature and depend on complex interrelationships, such as integrated land use planning, parking policy impacts, and investment in other transport modes, to drive change and achieve benefits.

The business case, developed and endorsed in late 2024, focuses on addressing structural challenges within public transport services and provides a pathway for improving both services and infrastructure. It identifies two primary problems facing public transport in Hawke's Bay:

**Problem 1: Poor integrated planning and underinvestment leading to low patronage and constrained regional growth**

Historically, there has been a fragmented approach to public transport planning and investment in the region. This disjointed strategy has resulted in suboptimal service design across urban areas and, in some cases, infrastructure that fails to effectively support services. Moreover, underinvestment in service delivery has contributed to persistent driver shortages, which undermine service reliability through trip cancellations. This, in turn, has negatively impacted patronage, as unreliable services deter potential users.

Plans such as the Napier/Hastings Future Development Strategy and the Regional Land Transport Plan aim to address these issues by better integrating growth planning (e.g., housing and industrial land) with transport and infrastructure planning. This approach seeks to create a cohesive and complementary environment for public transport services.

A key benefit of resolving this strategic problem is increased public transport patronage, which supports sustainable economic growth, community well-being, and the transition to a low-emissions transport system.

## Problem 2: Poor infrastructure and services reducing community support for public transport

**D** Investment in supporting infrastructure has historically been inconsistent and ad hoc, with limited integration into broader planning mechanisms. As a result, public transport infrastructure varies widely, from poorly maintained roadside markings to main terminus areas with adequate facilities, such as the Hastings Library bus shelter.

**R** Additionally, there is a lack of essential supporting services, such as shelters, seating, lighting, public toilets, and clear signage at bus stops. Accessibility is also a concern, with some stops not concreted to the kerb or poorly designed for people with mobility challenges. In some cases, key areas remain unserved by buses altogether. These issues collectively contribute to public transport being perceived as invisible or as a last-resort option for those without alternatives.

**A** Addressing this problem through integrated planning and the provision of adequate infrastructure would enhance community support and usage of public transport assets and services.

**F** Throughout 2024, a comprehensive business case was developed to outline the benefits public transport brings to Hawke's Bay communities and to establish a framework for integrated service and infrastructure improvements. Section 2.3 details how HBRC collaborates with local councils to plan and deliver public transport services and infrastructure and clarifies responsibility for implementation.

## **T** 2 Background

### 2.1 Current services

The current bus and other services supported by HBRC are broadly described below. Table 1 below sets out the current bus services offered by HBRC, along with improvements made on the services to date. The current services are considered integral until such as time as HBRC can implement the planned new bi-directional network which will see buses travelling each way on direct and efficient routes. Implementation will be no earlier than January 2026.

Details of the services HBRC considers to be integral to the public transport network in Hawke's Bay, within the context of the new network, for the life of this RPTP are described in more detail in Appendix A.

#### 2.1.1 Bus services

HBRC currently contracts the provision of bus services in and between the main urban centres of Napier and Hastings. This contract, which has been extended and now expires in July 2027, includes the following integral services:

- Route 12 H/N between Napier and Hastings via Taradale and the Eastern Institute of Technology
- Route 11 -express between Napier, Hastings, and Havelock North (via Clive)
- Route 10 express between Napier and Hastings via the Hawke's Bay Expressway
- Route 21 between Havelock North and Hastings
- Route 20 between Flaxmere and Hastings
- Route 16 a & b, 17 within Hastings (covering the suburbs of Camberley, Mahora, Parkvale and Akina). These services are currently replaced by the MyWay on demand service.
- Routes 13, 14, 15 within Napier (covering the suburbs of Tamatea, Taradale, Maraenui, Onekawa, Ahuriri, Westshore and Bayview).

#### 2.1.2 Other services

##### 'MyWay' On-demand trial

In June 2022, HBRC started a trial of on demand transport in suburban Hastings, replacing the underperforming 16A, 16B and 17 routes. The 'on demand' service allows users to book a ride through a call centre or app and be collected from a 'virtual stop' nearby and dropped off close to their destination.

The trial has allowed the HBRC to test and understand the potential role of on-demand within the Hawke's Bay public transport system.

D  
R  
A  
F  
T

At the formal conclusion of the trial period a review was conducted into the performance of MyWay. The review considered a range of topics, such as value for money, patronage performance, wait times, access, community uptake and feedback, and overall role in the public transport network. At a high level the review found MyWay:

- Performed well from a patronage perspective, doubling the performance of the fixed route services
- Provided enhanced access for the community, particularly the elderly and disabled.
- Enabled greater flexibility for users.
- Being a largely app-based service, it presented some useability challenges for some members of the community
- Attracted some challenging social situations / behaviours from some sectors
- Was expensive to run compared with the fixed route services

On Demand services will continue to be evaluated as part of the future public transport network in Hawke's Bay and may become increasingly important, particularly as our population ages and transport needs change. Any future service could function as a complement to fixed routes.

#### **Total Mobility Scheme**

HBRC funds, administers, and manages the Total Mobility scheme in Hawke's Bay. Total Mobility is a nationwide scheme which provides subsidised taxi travel for people with permanent mobility issues / disabilities who are unable to use the public transport system and have no other transport alternatives. At the time of writing, the Total Mobility scheme subsidises 75% of the total fare, up to a maximum fare of \$50. Any fare amount exceeding \$50 must be met by the user.

The scheme also helps subsidise the provision of wheelchair hoists for vehicles capable of carrying people who use mobility aids or are wheelchair bound. The scheme operates in Napier, Hastings, and Central Hawke's Bay.

While the Total Mobility Scheme is important for providing more equitable access for those who cannot drive or use public transport services, and even with the 75% subsidy on taxi travel, it is not ~~an~~ affordable or equitable for everyone for all trips. Creating an attractive, accessible, and efficient public transport network that can suit the need of more people is key to managing demand for Total Mobility subsidies and delivering more equitable access.

The 65+ age cohort is forecast to account for over 20% of the population in Hawke's Bay by 2028, according to Stats New Zealand. Long term, this will result in a greater demand for Total Mobility services as people become less able to access either public transport or other transport modes. It is essential that the scheme is sustainable into the future as demand increases.

#### **SuperGold Card free travel scheme**

This is a nationwide scheme, which provides free off-peak travel (between 9am and 3pm on weekdays and anytime on Saturday, Sunday and public holidays) on all local buses for SuperGold Card holders. The scheme is funded by central government and administered by HBRC.

#### **2.1.3 Current integral services and service improvements made to date**

HBRC has made service improvements to bus services over the past few years. These improvements are listed below. Since 2009 the following improvements have been made by HBRC to bus services in Hawke's Bay:

D  
R  
A  
F  
T

Table 1: Current integral services and service improvements made to the Hawke's Bay network since 2011

Service	Route	Improvements
10 EXPRESS	Between Napier and Hastings via the Expressway	<ul style="list-style-type: none"> <li>New service introduced in September 2008. The route was cancelled in May 2014 due to low patronage and re-introduced in September 2016 on a different route to coincide with Te Whatu Ora Hawke's Bay's Workplace Travel Plan.</li> </ul>
11 EXPRESS	Between Havelock North and Napier, via Hastings and Clive.	<ul style="list-style-type: none"> <li>New service introduced in September 2008.</li> </ul>
12N	Napier to Hastings, via Taradale, EIT, Hawke's Bay Hospital and Bay Plaza	<ul style="list-style-type: none"> <li>Introduced an extra 2.30pm service Monday to Friday in November 2009.</li> <li>Increased the number of Saturday services in November 2009 from 5 to 11.</li> <li>Introduced a new Sunday service in January 2011.</li> <li>Increased services to operate every 20 minutes in peak times and every 30 minutes in off-peak times.</li> <li>Serves as the main connector service between the two main urban areas</li> </ul>
12H	Hastings to Napier, via, K-Mart, Hawke's Bay Hospital, EIT and Taradale.	<ul style="list-style-type: none"> <li>Introduced an extra 2.30pm service Monday to Friday in November 2009.</li> <li>Increased the number of Saturday services from 5 to 11 in November 2009.</li> <li>Introduced a new Sunday service in January 2011.</li> <li>Increased services to operate every 20 minutes in peak times and every 30 minutes in off-peak times.</li> <li>Serves as the main connector service between the two main urban areas</li> </ul>
13	Napier-Tamatea-Taradale-Tamatea - Napier	<ul style="list-style-type: none"> <li>Route extended to include Taradale shopping centre in November 2009.</li> <li>Increased the number of services, Monday to Friday, from 9 to 11, in January 2011.</li> <li>Introduced a new Saturday service in January 2011.</li> <li>Route extended to cover Summerset Retirement Village, five trips Monday to Friday in 2017</li> </ul>
14	Napier-Maraenui-Onekawa-Napier	<ul style="list-style-type: none"> <li>Changed Saturday services to provide coverage from 5 hours to 7 hours in January 2011.</li> </ul>
15	Napier-Ahuriri-Westshore-Ahuriri - Napier	<ul style="list-style-type: none"> <li>Trial made permanent in September 2012, operates Monday to Saturday.</li> <li>Route extended to cover Bay View, five trips Monday to Friday and all four Saturday trips, in 2016.</li> </ul>

D  
R  
A  
F  
T

Service	Route	Improvements
16 A & B	Hastings-Camberley-Raureka-Hastings  Hastings-Mahora-Hastings	<ul style="list-style-type: none"> <li>Added an extra service at the end of the day, Monday to Friday, in November 2009.</li> <li>Replaced with MyWay on-demand as part trial in June 2022.</li> </ul>
17	Hastings-Parkvale-Akina-Hastings	<ul style="list-style-type: none"> <li>Changed route to travel via Summerset Retirement Village in November 2012.</li> <li>Extended service coverage from 8 hours to 10 hours in 2016.</li> <li>Changed route to travel via Karamu High School in 2016.</li> <li>Replaced with MyWay on-demand as part of trial in June 2022.</li> </ul>
20	Hastings-Flaxmere-Hastings, via The Park, Hastings	<ul style="list-style-type: none"> <li>Added an extra service at the end of the day, Monday to Friday, in November 2009.</li> <li>Added an extra service in the middle of the day, Monday to Friday in January 2011.</li> <li>Extended Saturday service coverage from 6 hours to 9 hours in January 2011.</li> <li>Added seven extra daily services, Monday to Friday, in October 2012.</li> </ul>
21	Hastings-Havelock North-Hastings, via The Park, Hastings	<ul style="list-style-type: none"> <li>Added an extra service in the middle of the day in January 2011</li> <li>Extended the route of the Saturday service to follow the same (wider) route as the Monday to Friday service in January 2011.</li> <li>Introduced a Sunday service, consisting of 3 trips, in 2016.</li> <li>Extended the route to cover the Summerset Village on Arataki Road and to better service the Lipscombe Crescent area.</li> </ul>
MyWay On-demand	Hastings Urban Area	<ul style="list-style-type: none"> <li>On-demand trial for Hastings urban area, excluding Flaxmere and Havelock North, replaces routes 16 A &amp; B and 17 in June 2022.</li> </ul>
BUSES	All routes	<ul style="list-style-type: none"> <li>All buses (with the exception of the Express services) wheelchair accessible from 2009.</li> <li>All buses meet the Euro 4 emission standard.</li> <li>Introduced Public Holiday services (Saturday/Sunday timetable applies) in October 2011.</li> <li>Bike racks installed on most of the fleet in October 2012.</li> <li>Bike racks available on all the buses from 2016.</li> <li>All buses wheelchair accessible from 2016.</li> <li>Planned installation of CCTV on all buses in 2025.</li> </ul>
TICKETING	All routes	<ul style="list-style-type: none"> <li>Introduced a "Smartcard" fare payment system in 2009.</li> <li>New BeeCard integrated ticketing introduced in August 2020.</li> <li>Planned transition to the National Ticketing System and 'Motu Move' cards at some point in 2025 or early 2026.</li> </ul>

D  
R  
A  
F  
T

Service	Route	Improvements
FARES	All routes	<ul style="list-style-type: none"> <li>• Simplified the fare structure by reducing the number of fare zones from four to two in November 2009.</li> <li>• Introduced a new concessionary fare category – ‘Community Services Cardholders’ to replace the ‘beneficiary’ and ‘disabled’ categories, in June 2010.</li> <li>• Set up system whereby passengers and caregivers travelling from Napier to Hawke’s Bay Hospital for appointments/treatment can travel free of charge, with fares reimbursed by the Hawke’s Bay District Health Board.</li> <li>• Fares are reviewed annually (though not necessarily increased).</li> <li>• Work with NGOs and government agencies to provide bespoke ticketing arrangements.</li> <li>• Free travel for hospital patients extended to passengers travelling to both Napier and Hastings for medical appointments (fares reimbursed by the HBDHB) in 2017.</li> <li>• Workplace travel plan arrangement established with the HBDHB (fares subsidised by the HBDHB) in 2017.</li> <li>• Trial of ‘flat fares’ approach, with \$1 for one zone and \$2 for two zones with a BeeCard began in August 2020.</li> <li>• Fares reviewed and increased in May 2024.</li> </ul>

The number of bus passengers increased significantly between 2009 and 2014, reaching almost 800,000 passengers in the 2013 / 2014 year. However, patronage has steadily declined since then to just over half the 2013 / 2014 level. There are a range of causal factors for the steady decline in patronage with the primary reasons being:

- Covid-19 impacted patronage through social distancing and other requirements during the height of the pandemic.
- Following Cyclone Gabrielle, the public transport service was not running for approximately one month due to several key bridge crossing being destroyed, roads closed, significant congestion, and ongoing clean-up efforts.
- Ongoing driver shortages, particularly through the latter part of 2022, resulted in consistent service disruptions and cancellations impacting service reliability and frequency.

Combined, these factors along with others, have impacted the overall frequency and, importantly, the reliability of the service. The result of service reliability challenges has been a further decline in patronage over recent years as users take alternative transport options to get to work, school, and other engagements as they had been more reliable.

To address these challenges, the HBRC and our service provider, Go Bus, continued to work closely together to identify solutions. In January 2024 a driver wage uplift was implemented resulting in the full reinstatement of all services across the network. Since then, the service has experienced very limited cancellations, reliability increase, and both patronage and fare box recovery increase. (refer Figure 3 below).

D  
R  
A  
F  
T

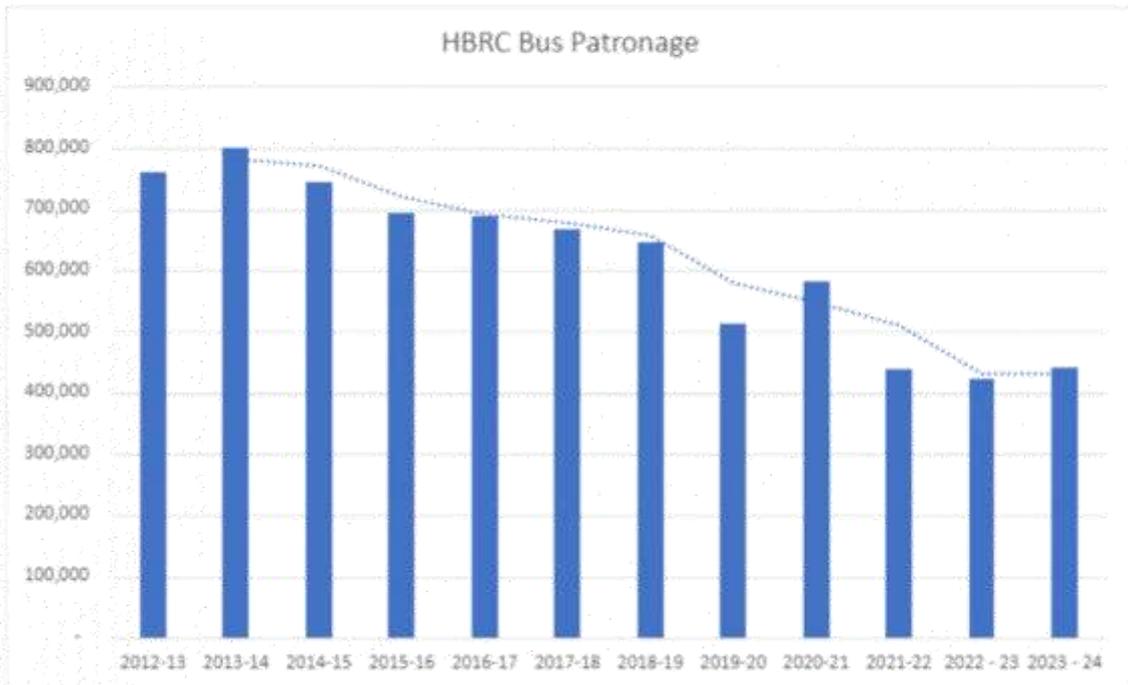


Figure 3: Hawke's Bay bus passenger trips by year

#### 2.1.4 Total Mobility Scheme



##### *What's changed?*

*We've reconfirmed the scheme is for those with a permanent disability who cannot access / use other transport alternatives. We've set out the fare subsidy of 75% on fares up to a maximum of \$50. We've also discussed some of the reasons for increased usage of the scheme over time.*

The Total Mobility Scheme is a nationwide scheme that provides subsidised taxi transport for people with permanent disabilities and / or mobility issues who cannot use or access any other form of transport, such as public buses or private vehicles. Eligibility for the scheme is determined by the effect the impairment has on the individual's ability to undertake components of a journey on the public transport network and / or their ability to utilise other transport options.

Total Mobility services are provided under contract to, and are subsidised by, HBRC.

As demonstrated in Figure 4 below, Total Mobility trips had been steadily increasing until 2019 / 2020. From 2021 onwards there has been a marked increase in demand and usage.

During 2023 central government increased the fare subsidy from 50% to 75%, making the scheme more attractive and affordable for passengers. Coinciding with this HBRC had a blanket fare cap of \$50 for all trips, irrespective of purpose (e.g. accessing healthcare, shopping, etc). The increase in the subsidy rate resulted in better affordability for users, paying a maximum contribution of \$12.50 for a \$50 fare. The impact of the increased subsidy made the scheme more accessible and affordable for users, there by driving more regular use of the scheme.

Following Cyclone Gabrielle there were limited transport options due to key bridges being destroyed and roads closed. As a result, some members of the community were unable to access key locations such as the hospital via the public transport network. Total Mobility provided a suitable alternative to get users to healthcare and other appointments, increasing use due to limited alternatives. Utilisation of the service had been trending upwards, and the impacts of the Cyclone coupled with public transport reliability challenges, have further increased the popularity of the scheme.

Coupled together, these two key factors have driven an increase in both users and usage of the scheme.

D  
R  
A  
F  
T

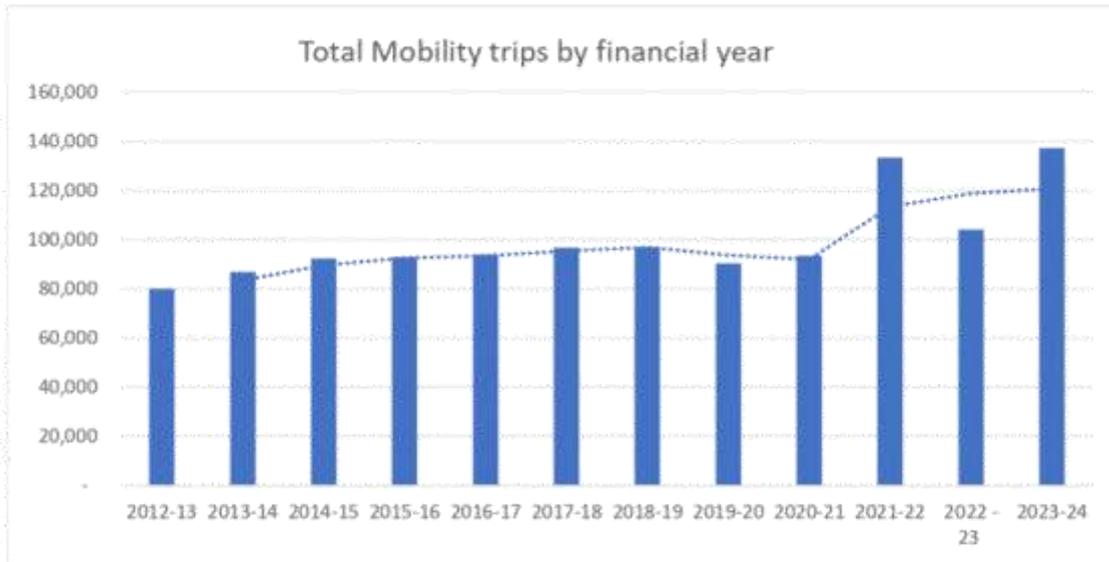


Figure 4: Hawke’s Bay total mobility passenger trips by financial year 2012/13 – 2023/24.

## 2.2 Why HBRC subsidises public transport

**What’s changed?**  
 We’ve refined and provided greater definition around why HBRC funds public transport. This includes enhancing efficient travel, reducing congestion and driving value for money.

Effective public transport provides commuters with both more and better choice, helping and helps to reduce travel times, congestion, and emissions while keeping our communities connected. Passengers do not pay the full cost of the public transport services they use. Passengers’ fares covered a reasonably small portion of the cost of running the bus services in Hawke’s Bay. The level of fare recovery has been lower in recent years due to external factors impacting patronage. Total Mobility passengers pay a quarter of the cost of their travel up to a maximum of \$50.

HBRC, via rates, and the New Zealand Transport Agency, via the National Land Transport Fund, subsidise public transport because it provides a range of benefits, including:

**Roading and parking:** Public transport helps relieve road congestion and reduce the need for new roads. It also reduces pressure on car-parking spaces and creates a more efficient and effective transport system.

**Efficient travel:** When well utilised, public transport can get people to their destinations efficiently and effectively with minimal interruptions. A bi-directional network greatly assists with this, creating direct and efficient routes in both directions.

**Reduce Congestion:** Effective public transport can carry more people further for a variety of purposes (e.g. work, education). More people on public transport results in less single occupancy traffic on the road, freeing up the network for smoother movement, particularly at peak times.

D  
R  
A  
F  
T

**Economic:** Providing people with access to employment and educational facilities results in economic benefits for the individual and the community. There are also economic benefits from the reduced need for road construction and maintenance.

**Value for Money:** Public transport services provide good value for money for both users and rate payers. Public transport is a cost-effective way to travel with relatively low fares for users. Services also present good value for money for ratepayers as the costs to run other public transport alternatives, such as commuter rail, are prohibitively expensive.

**Environmental:** Buses save energy compared to car trips and result in reductions in vehicle exhaust and noise emissions. Modern buses are extremely fuel efficient and have low emissions.

**Health:** Public transport has benefits to health, as most journeys involve a walk or bike ride to and from the bus stop and result in fewer emissions and airborne particulates than driving. It may also prove less stressful than driving.

**Access and mobility:** Public transport provides a means of travel to work, education, and public services for those who may not have alternative transport options. It is an essential link for many between residential areas, commercial areas, recreational areas, educational facilities, health services and community events and activities.

**Safety:** People have a much lower risk of accidental injury on a bus than using any other mode of transport.

**Social:** Many people do not have access to a car, with public transport the only viable option for travel. There is a significant social benefit from reducing community isolation.

**Community resilience:** A strong public transport network provides transport resilience in the face of rising/unpredictable fuel prices and vehicle operation costs. It also provides valuable choice for commuters, particularly if certain modes or routes are unavailable or unusable, ensuring communities stay connected.

### 2.3 Integrated planning and delivery – working with delivery partners



#### *What's changed?*

*We've provided finer detail on who our delivery partners are and how we work with them to develop and deliver a public transport system that delivers to our community needs.*

There are many parties involved with providing public transport services in Hawke's Bay. Under the Land Transport Management Act HBRC has the overall responsibility for the planning and delivery of public transport services to the Hawke's Bay Region. However, HBRC are not able to do this alone, either from a broader funding or service delivery perspective. HBRC works closely with our partners to help create and maintain an integrated, efficient, and effective public transport service.

This section sets out who HBRC works with, their respective roles and responsibilities, and our approach to working with our partners.

The territorial authorities (in particular Napier City Council and Hastings District Council) play a major role through the provision of supporting infrastructure such as bus-stops. The NZ Transport Agency provides substantial [funding co - investment](#) for public transport. To encourage our key partners to continually

consider the needs of an efficient and effective integrated public transport system we will embed a relationship-based approach to planning, funding, and infrastructure / service delivery.

## D Roles and responsibilities in the region

This section sets out at a high level the roles and responsibilities of each partner that plays a key role in the planning, funding, and delivery of public transport infrastructure and services in Hawke's Bay.

## R Hawke's Bay Regional Council

Under the LTMA, HBRC are recognised as the Public Transport Authority for Hawke's Bay. As a result, HBRC are responsible for:

- The planning, procurement, and design of public transport services.
- Co-funding public transport services through targeted rates, fare revenue, and other third party revenue generated from the public transport offering (e.g. advertising revenue from bus back advertising).
- Seeking funding from NZTA through the Regional Land Transport Plan process.
- Developing, setting, and implementing the policies that apply to the public transport services.
- Understanding and implementing government policy decision in regard to public transport, where applicable and appropriate.
- Working collaboratively with other Territorial Authorities to develop an integrated infrastructure delivery plan. This includes ensuring the required funding bids are built into the relevant Regional Land Transport Plan.
- Network and wayfinding design, along with service-related marketing and communications for users and communities.
- Planning and, in some cases, providing accessible information and associated infrastructure across the network.

## A New Zealand Transport Agency (NZTA)

NZTA set the high-level national policy that public transport authorities (such as HBRC) must adhere to for the public transport services they procure and provide. They are also a primary co-funder of the public transport services and supporting infrastructure and have a [statutory function under the LTMA to oversee the planning, operation, implementation, and delivery of public transport](#). ~~strong interest in how public transport authorities are operating and performing.~~

HBRC works closely with NZTA to:

- Secure necessary funding for the provision of public transport services
- Ensure funding bids for supporting infrastructure are developed and submitted, showing how they will help to deliver the overall service
- Feed into policy development initiatives at a national level
- Work to understand the implications and impacts of policy change within our regional context.

## F Local councils

Local councils play a critical role in ensuring our public transport services can operate efficiently and effectively. Under the Land Transport Management Act, local councils are also recognised as Road Controlling Authorities (RCAs). RCAs are responsible for the management of local roads and supporting infrastructure.

D  
R  
A  
F  
T

Public Transport services are primarily delivered in the main urban areas of Hastings and Napier. On this basis, the Hastings District Council (HDC) and Napier City Council (NCC) are the main RCAs HBRC work with for the planning and delivery of public transport services. The RCAs are primarily responsible for:

- Providing and co – funding supporting infrastructure such as bus stops, signage, and road marking.
- Bidding for NLTF co – funding from NZTA for the provision of necessary infrastructure.
- Footpath and pavement enhancement and maintenance to support access to the public transport services, where appropriate.
- Roading changes to support the effective and efficient running of public transport services as required.
- Involvement in the collaborative planning of public transport services to meet the needs of communities.
- Policy alignment – ensuring that Local Council policies support and enable increased usage of public transport. For example, implementing policies around the management of and charging for on street parking in areas serviced by Public Transport, such as the CBD's, to encourage greater uptake.

HBRC works closely with the local councils to:

- Develop and deliver an integrated public transport plan, ensuring all necessary Council plans are accounting for future growth and community development.
- Develop a long term infrastructure investment pipeline, including upgrades to bus stop infrastructure to enable greater use, increases in safety, and to support longer operating hours.
- Ensure local council policy alignment supports and enable public transport operations and increased patronage, where applicable.
- Identify new or innovative service delivery improvements or opportunities.
- Ensure communities are served.

#### **Te Whatu Ora Hawke's Bay**

Te Whatu Ora Hawke's Bay funds the provision of free trips for hospital patients on all services and provides incentives to encourage its staff to use the bus. Community organisations also have a role to play as advocates for the needs of the users.

#### **Ministry of Education**

The Ministry of Education is responsible for the funding, procurement, and provision of school bus services in New Zealand. HBRC works with the Ministry of Education to see where our public transport services can provide connections, and to ensure there is no unnecessary duplication.

#### **Major employers**

The Hawke's Bay economy is underpinned by several large well-established sectors located in key nodes, such as Whakatu. Employers and communities alike rely on access to both workers and work to flourish. Engaging with major employers in key employment nodes will help to understand some of the opportunities that enhanced public transport could offer, potentially unlocking greater access to employment for our communities. Also, engagement could consider how we partner with major employers to enabling the funding and provision of public transport services.

### Relationship approach

Hawke's Bay Regional Council has strong relationships with our key partners and places emphasis on making sure the relationships are constructive, well maintained, and that information is provided to partners in a timely manner. This is critical to ensuring that our public transport services are delivered in an integrated manner across the main urban areas of Hastings and Napier to:

- Meet the needs of our passengers
- Further develop an efficient and effective public transport system
- Encourage more people to use public transport services for a range of occasions
- Support people in our two main urban areas to have genuine transport choices
- Provide equitable access to social, cultural, recreational, and economic opportunities
- Reduce the environmental and health impacts of land transport
- Enable public transport investment to be efficient and give value for money.

This is primarily achieved through two main channels. Council staff and key partners work together through the Technical Advisory Group to plan, procure, implement, and run the public transport services. This is focused on both operational delivery and strategic development.

Elected representatives work together via the Regional Transport Committee and help to develop the strategic direction and governance of public transport services across Hawke's Bay. HBRC also intends to strengthen community relationships over time to ensure our services continue to be responsive to community needs and changes in travel patterns.

## 2.4 Funding



**What's changed?**

We've provided improved clarity of public transport funding sources, along with describing what we classify as third-party revenue.

We've also outlined some enduring challenges in the funding environment, including our farebox recovery rate. Combined, these factors, along with others, means it will take us longer to fully realize our public transport aspirations.

We set out three key strategies to increase third-party revenues, including farebox recovery.

The funding for the services in this Plan comes from a range of sources and is a co-funding arrangement with NZTA. Activities and investments attract varying Funding Assistance Rates (FARs) from NZTA, with the remainder made up from local share, via rates. The funding sources include:

- Waka Kotahi NZTA, via the National Land Transport Fund, which contributes between 50% and 60% of the cost of services after fares through varying FARs, depending on the activity.
- HBRC, which raises its funds from local ratepayers via a targeted rate.
- Passenger fares, being all fare revenue collected from users of the bus services at the time of boarding.
- Third party revenue, being all additional funding from external sources. This includes, but is not limited to bus back advertising, tertiary institutions, developer contributions, or businesses purchasing concession fares.
- Crown funding for schemes such as Super Gold and Community connect, among others.

D  
R  
A  
F  
T

Farebox recovery rates, effectively the 'user pays' portion of public transport services, have been challenging for some time and have decreased in line with the steady reduction in patronage. This fall, like with the reduction in patronage, is due to a range of factors including Covid-19, disruptions because of Cyclone Gabrielle, and impacts of service reliability challenges. Further, Hawke's Bay has had a relatively flat fare structure for a number of years, with a trip between Hastings and Napier costing \$2, while a trip within the respective towns costing only \$1. From May 2024, the HBRC increased the fares, helping to increase the farebox recovery and off set a portion of operational costs.

Ultimately, the full 'step change' contained in this plan requires additional funding to fully implement at increased levels of service. As the result of an increasingly challenging funding environment, it is envisioned the implementation will happen incrementally over time as suitable levels of funding allow. This plan is being prepared with the assumption that new revenue sources, increased farebox recovery rates, and increased funding, over time, will enable the service to be implemented in a way that drives value for money. The Third-Party Funding Policy and objectives are set out in Appendix E

It is anticipated the full 'step change' network, detailed in Section 5, will deliver a significant increase in patronage and therefore fare revenue once the full network is operational and ideal long-term levels of service are being delivered. The improved services will provide greater commercial opportunities including employer partnerships and advertising.

Monitoring of farebox recovery rates using the methodology and reporting process specified by Waka Kotahi is required of Public Transport Authorities. This monitoring is detailed in Appendix E.

Napier and Hastings bus service farebox recovery has declined in recent years, from near 24% in 2018 to a low of 7% in 2023/2024. This is a significant fall reflecting the disruption caused by the Covid-19 pandemic with less people travelling, Cyclone Gabrielle impacts and timetable unreliability through ongoing driver shortages. Alongside strong direction and support from NZTA, HBRC considers it to be important to improve the fare recovery ratio, over time and sustainably, back to around pre-covid levels as soon as possible. In the 2024-2025 year we are tracking a recovery to 9.4%, with subsequent years forecast at 11.5% and 13.1%. The following strategies along with the strategic response, detailed in Section 5, will support this.

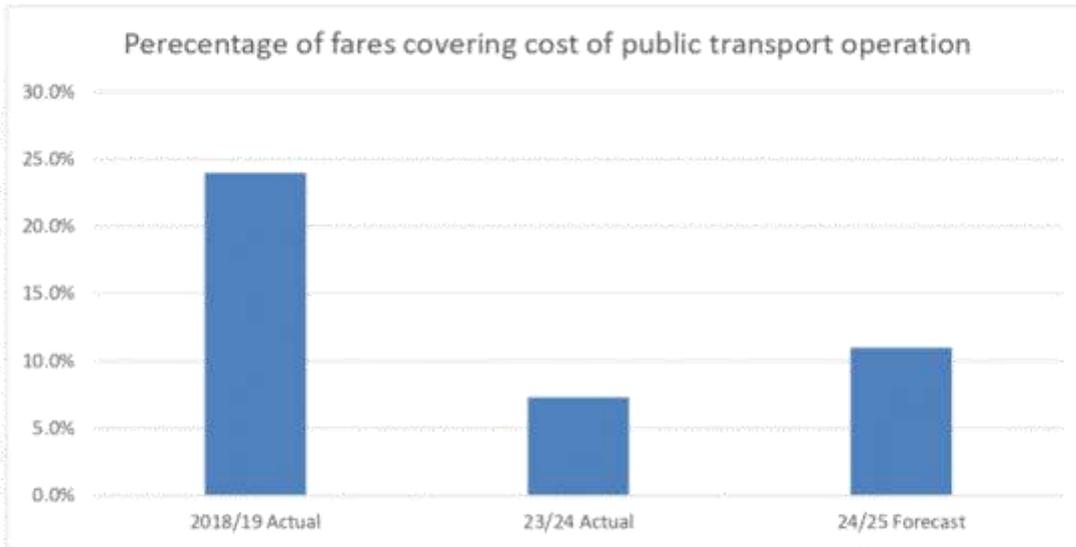
#### **Strategy 1: Staged shift to a patronage focused network**

The current network is coverage-focused by design with low frequencies and indirect one-way loops, limiting its ability to be a viable and attractive alternative to driving. The low patronage from this leads to a low farebox recovery rate. The new network is patronage-focused by design, with high frequencies, to be achieved over time, and direct bidirectional routes that will see buses travelling in each direction, aimed at maximising ridership, which should ultimately lead to higher fare revenue and higher farebox recovery.

#### **Strategy 2: Review of fare products and fare levels**

The contribution of fares towards the cost of provision of public transport in Hawke's Bay has dropped significantly since 2017.

DRAFT



**Figure 5: Percentage of fares covering cost of public transport operation**

There were several contributing factors to this dramatic fall in cost recovery.

In Hawke’s Bay we suffered compounding effects of patronage decline; Covid-19, the effects of Cyclone Gabrielle, and then bus timetable instability through the national driver shortage. Central government also initiated a half price fare campaign to ease the cost-of-living crisis, and to stimulate a post Covid-19 return to public transport use.

D  
R  
A  
F  
T

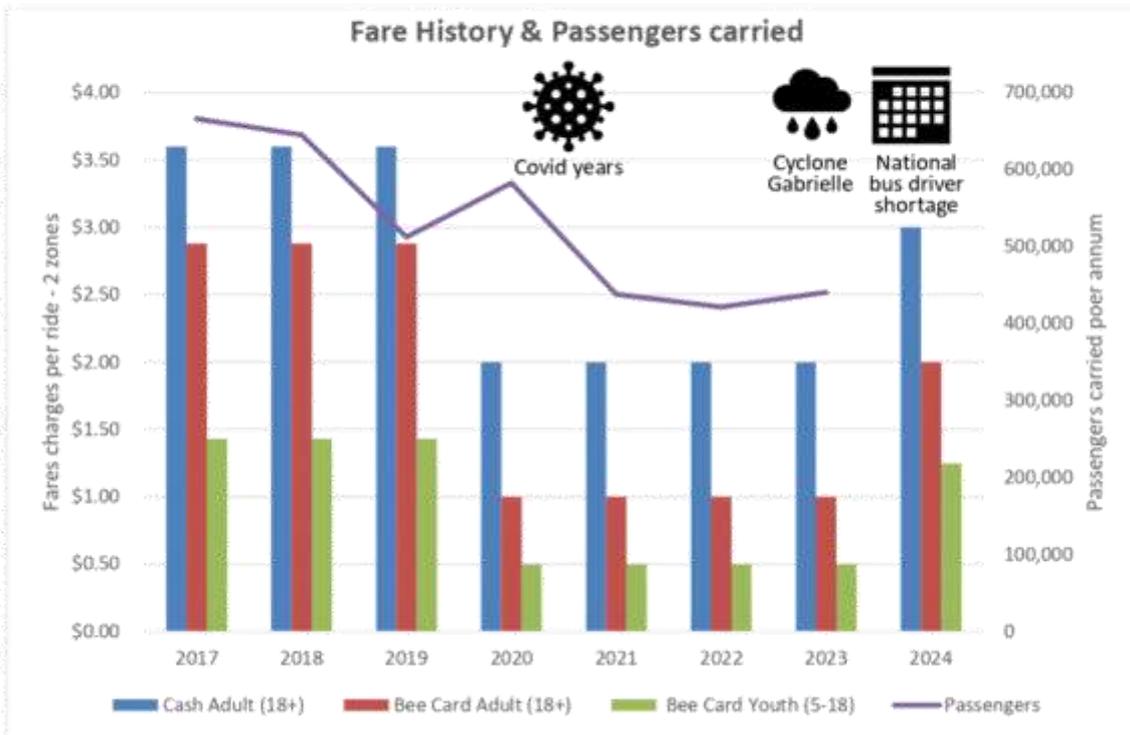


Figure 6: Fares charged versus bus patronage 2017-2024

We are therefore challenged with a need to increase fare recovery, and patronage, both at the same time, to return to levels of fare recovery experienced prior to Covid-19.

Adjusting bus fares requires careful consideration of the elasticity of demand to balance revenue generation and patronage. Moderate fare increases can help boost revenue and improve farebox recovery, particularly when aligned with rising costs of providing bus services. However, steep fare increases may disproportionately affect certain groups, reduce patronage, and risk a net decline in revenue, ultimately undermining farebox recovery. Any changes to fares must therefore be carefully evaluated for their economic and social impacts. Since September 2020, NZTA Waka Kotahi, on behalf of the Ministry of Transport, has funded half-price fares for Community Services Card holders. Whilst this discount will always be subject to change, the program ensures groups with specific economic disadvantage have access to lower cost public transport whilst fare levels return to their previous share of costs.

Fare product and fare level reviews may also include the introduction or trial of new or different fare types or products. For example, commuter concession schemes could be developed and implemented, or a new fare product developed to help the transport disadvantaged access the services they need.

Bus fares are expected to rise at a higher rate than costs of providing the service in the coming years. This is because fares have not kept up with rising costs for more than six years, and a gradual adjustment is needed to recover the historic funding shortfall, as well as meet increasing costs over time

### Strategy 3: Community responsiveness and integration

Public transport services exist to meet the needs of users and communities. To maintain their appeal and advance the vision for providing improved public transport, it is crucial for HBRC to collaborate closely with the community, key strategic partners (e.g., Councils, Waka Kotahi NZTA), service users, and the broader public. This collaboration should focus on continual improvement - exploring options for service improvements and infrastructure enhancements, within the constraints of available funding and resources.

## 3 The Transport Disadvantaged



### What's changed?

We've provided greater clarity on the factors that may contribute to a person being transport disadvantaged.

Under Section 120(1) (viii) of the Land Transport Management Act (2003), the Plan is required to describe how the proposed services will assist people who are "transport disadvantaged". Section 124(d) also requires HBRC to consider the needs of the transport disadvantaged when approving an RPTP.

The term "transport disadvantaged" is defined in the LTMA as those who HBRC has reasonable grounds to believe are the least able to travel to basic community activities such as work, education, health care, welfare, and shopping. HBRC considers these needs and access requirements when creating policies to assist the transport disadvantaged.

A range of personal, demographic, social, and geographical attributes are likely to restrict access to, and the use of, public transport services and facilities leading to a person being transport disadvantaged. HBRC believes the following groups are transport disadvantaged:

- Children
- The elderly
- People with disabilities
- Tertiary students
- People on low incomes / beneficiaries
- People who are unable to drive or have no access to a vehicle
- People living in high deprivation neighbourhoods

Factors that may contribute to transport disadvantage could include:

- **Limited affordability:** high transport costs (or costs of alternatives such as car ownership) can prevent people from accessing services.
- **Lack of available transport options:** People may not have access to public transport or may not be able to drive.
- **Physical and mental disabilities:** People with disabilities may have difficulty accessing public transport.
- **Age:** children and elderly people may have difficulty accessing public transport and / or have safety concerns.
- **Low incomes:** people on low incomes may not be able to afford transport.

HBRC believes that the planned bi-directional network change, long term service improvements and the associated fare policies proposed in this Plan will assist the needs of these groups in the long term. The planned future services are designed to provide efficient coverage of residential areas, linking them with commercial, community, and key educational facilities. By delivering a more legible, increasingly frequent network over time, the transport disadvantaged will be able to make more types of trips. As we scale up

the frequency and expand operating hours in future years, as funding allows, this will further unlock opportunities and connection for the transport disadvantaged.

D

The existing fare system provides support to the elderly, who benefit from the SuperGold Card free travel scheme. From September 2022, there will also be a 50% discount on fares for Community Services Card holders.

R

The buses used on the services in Hawke's Bay are all wheelchair accessible, which assists people with disabilities, older people, and parents with young children. Working closely with our key partners, particularly Local Council's as the infrastructure delivery agents, HBRC will continue to collaboratively plan for the implementation of supporting infrastructure that enables smoother access to the network.

A

All buses have bike racks, which enables people to travel a greater distance to or from a bus stop. Some types of small electric scooters and other small micro-mobility devices, dependent on weight and size, can be carried onto buses. Bike racks on buses can only carry two at any one time. Improving bike parking at key bus stops and interchange points can support greater use of bikes for first/last mile access.

F

The Total Mobility Scheme provides services for those with a permanent disability who are unable to use public transport. However, the Public Transport network infrastructure needs to become more accessible to enable people of all abilities to have equitable access and options.

T

HBRC continues to partner with a range of groups representing those who are transport disadvantaged, to ensure all needs are considered, and access remains equitable.

## 4 Vision, Objectives and Policies

### 4.1 Vision

HBRC’s vision for public transport is:

“To deliver a public transport system that is safe, accessible, and supports the shift to reduce driving and emissions in Hawke’s Bay, while improving the economic, social, and environmental well-being of the people of Hawke’s Bay.”

### 4.2 Objectives and policies for Hawke’s Bay Regional Council Bus Services

#### 4.2.1 Our network:

##### Network design objectives

- A straightforward public transport network that runs all-day, seven days a week, with a hierarchy of routes at consistent levels of service.
- An effective network that connects residential neighbourhoods to key employment, shopping, medical, entertainment, recreational and educational facilities, and other destinations to serve more types of journeys.
- An efficient network that represents good value for money, by supporting the greatest number of journeys it can from the resources used to operate it.

##### Network operation and service quality objectives

- Subject to suitable levels of available funding, bus schedules are frequent or run to a regular timetable to minimise waiting time and allow people flexibility for when they travel.
- Bus routes are direct, clear, and legible to be easy to understand and use.
- Services run throughout the day, enabling users to access education, work, shopping, medical, and recreation activities.
- Buses are timely and reliable to create an attractive service that users can rely on.

#### 4.2.2 Our customers

##### Objectives:

- People in the urban areas of Hastings and Napier have access to public transport services to connect them to employment, shopping, medical, entertainment, recreational and educational facilities.
- Services are environmentally responsible and integrated with other transport modes, particularly walking, and cycling.

Table 2: HBRC customer policies

Policy Area	Policy
	<div style="background-color: #1a3d54; color: white; padding: 10px; border-radius: 10px;">  <p><b>What’s changed?</b>                      In Policy 2 we’ve set out our long-term target frequencies—those may take even longer to implement than the previous plan anticipated.                       In policy 3 we note the reviewed MyWay service and even though it we propose it won’t continue in its current form, we still see a potential future iteration of this type of service, possibly working</p> </div>

D  
R  
A  
F  
T

Policy Area	Policy
Network design	<p>HBRC will:</p> <ol style="list-style-type: none"> <li>1. Plan and deliver a network which is simple and legible for users and reasonably direct.</li> <li>2. Provide service levels with targeted minimum <u>long-term</u> frequencies , as follows:                             <ul style="list-style-type: none"> <li>• Frequent services: 15 minutes or better between 7am and 7pm, 7 days (weekdays and weekends). Services may have lower frequency outside those hours.</li> <li>• Connector services: 30 minutes or better between 7am and 7pm, 7 days (weekdays and weekends). Services may have reduced frequency outside those hours.</li> <li>• Other (Local, rural-township, peak-only, school, Total Mobility and on demand services): no minimum service levels.</li> <li>• All service types and frequencies are subject to suitable and available levels of funding</li> </ul> </li> <li>3. Following the MyWay trial, continue to investigate options and opportunities for an on-demand service in the future public transport network as a complement to fixed routes.</li> </ol>
<div style="background-color: #1a3d54; color: white; padding: 10px;">  <p><b>What's changed?</b>                      In policy 6 we set out that any supporting services for school children will be subject to available funding and capacity and will only be on already scheduled services on established urban routes.</p> </div>	
Access to services	<p>HBRC will:</p> <ol style="list-style-type: none"> <li>4. Aim to provide services so that at least 70% of residents within the Napier-Hastings urban area are within 400m walking distance of bus stops with all-day bidirectional service.</li> <li>5. Subject to available funding, and where sufficient demand exists, look to introduce new services on a trial basis. Any trial should be subject to a minimum trial period of twelve months before any amendment or cessation.</li> <li>6. Subject to available funding and capacity, ensure the network caters for patterns of student travel that are likely to overcrowd already scheduled public buses on established urban routes.</li> <li>7. Consider the provision of extra services for special events:                             <ol style="list-style-type: none"> <li>a. which are non-commercial</li> <li>b. where there is free entry for the general public</li> <li>c. where over 5,000 attendees are expected</li> <li>d. where organisers will contribute one-third of the net cost of additional services</li> </ol> </li> </ol>

D  
R  
A  
F  
T

Policy Area	Policy
<div style="background-color: #1a3d54; color: white; padding: 10px; border-radius: 10px;">  <p><b>What's changed?</b>                      In policy 10 we outlined the need for collaboration with our delivery partners, and their available funding, if we are to enable more accessible infrastructure across the network.                       In policy 12 we have committed to long-term engagement with the disabled community to help collaboratively understand and design public transport services to enhance accessibility and service delivery.</p> </div>	
<p>Transport disadvantaged</p>	<p>HBRC will:</p> <ol style="list-style-type: none"> <li>8. Consider the needs of those who are transport disadvantaged when providing services.</li> <li>9. Ensure all services are operated by wheelchair accessible buses.</li> <li>10. Subject to available funding and in collaboration with key delivery partners, ensure that the public transport network has accessible infrastructure that is fit for form and function, providing options to people of all abilities.</li> <li>11. Actively engage with reference groups as subject matter experts in the design of bus stops, fare structures, customer experience, and service development to ensure accessibility and equity are meeting the needs of all people across the whole network.</li> <li>12. Actively engage with the disabled community to ensure accessibility needs and service design requirements are understood in the design and delivery of public transport services, with a long-term implementation horizon.</li> <li>13. Continue to evaluate on demand services as a potential tool to enable greater access to the wider public transport network for a range of users, including the mobility impaired and aged communities with a view that the mode is a complementary network enabler.</li> </ol>
<p>Health and safety</p>	<p>HBRC will:</p> <ol style="list-style-type: none"> <li>14. Ensure vehicles operated under contract to HBRC meet the safety standards required by law and the quality standards set out in the NZ Transport Agency Requirements for Urban Buses, and that safety monitoring is undertaken through the Operator Safety Rating System.</li> <li>15. Continue the current scheme, initiated with Hawke's Bay District Health Board with Health New Zealand to facilitate ease of travel for those needing to attend health appointments, while Health New Zealand, funding allows.</li> </ol>

D  
R  
A  
F  
T

Policy Area	Policy
 <p><b>What's changed?</b> In policy 16 we confirm that all new buses in the Hawke's Bay fleet must be zero-emission from 2025.</p>	
Environmentally responsible	<p>HBRC will:</p> <ol style="list-style-type: none"> <li>16. Ensure vehicles operated under contract to HBRC meet the environmental standards as set out in NZ Transport Agency Requirements for Urban Buses. From 2025 this means all new public transport buses brought into Hawke's Bay Region's contracted bus fleet must be zero emission.</li> </ol>
Integration with other modes	<p>HBRC will:</p> <ol style="list-style-type: none"> <li>17. Ensure that all buses used in HBRC services have bike racks.</li> <li>18. Work with local authorities and key delivery partners to improve integration of buses with cycling and walking.</li> <li>19. Work with local authorities to achieve effective integration of multi modal transport, including (subject to sufficient available funding) the provision of secure bike storage and e-bike charging stations within easy reach of bus stops at key interchanges and locations such as Clive that are fed by cycleways that provide vital connections to more remote communities like Te Awanga and Haumoana.</li> </ol>

**4.2.3 Our Service**



**What's changed?**  
We have set out a focus on consistent and reliable services.

The purpose of this section is to ensure the experience of the customer is enhanced by having appropriate vehicles and infrastructure complemented by consistent service delivery.

**Objectives**

- Public transport operations provide comfortable and safe travel, minimise adverse environmental effects and improve health outcomes.
- Provision of a high standard of integrated infrastructure by key delivery partners that supports the network of bus services.
- Users experience a consistent and reliable service, every time to sustain levels of patronage.

D  
R  
A  
F  
T

Table 3: HBRC service policies

Policy Area	Policy
Buses	<p>HBRC will:</p> <ul style="list-style-type: none"> <li>20. Ensure all vehicles providing services under contract are part of a consistent HBRC endorsed brand and colour scheme.</li> <li>21. Ensure all publications and marketing materials feature the HBRC endorsed brand and colour scheme.</li> <li>22. Permit suitable commercial advertising on and in buses, where appropriate and applicable in line with the Bus Advertising Policy.</li> <li>23. Investigate rollout of zero-tailpipe emissions buses earlier than required by government policy.</li> </ul>
Service performance	<ul style="list-style-type: none"> <li>24. Provide high-quality, reliable services which create a consistent customer experience.</li> <li>25. Specify high standards for reliability, timekeeping, and customer service, and incentivise good service performance on all routes through bus operator contracts.</li> </ul>
Information availability	<ul style="list-style-type: none"> <li>26. Ensure service information is readily available and easy to understand.</li> <li>27. Provide up to date information on all services on the HBRC network and encourage Hastings District Council, Napier Council, and other partners to do the same.</li> <li>28. Make information available through social media(e.g. Facebook), and other channels / mediums as applicable and as funding allows.</li> <li>29. Ensure information for those with sight impairment is available.</li> </ul>



**What's changed?**

In policy 31 we note will be working towards implementing the new National Ticketing Solution across the network.

In policy 24 we are considering the role of cash for the payment of fares on our bus network. There are many benefits and drawbacks. We need your feedback on this issue to help us make an informed decision.

D  
R  
A  
F  
T

Policy Area	Policy
Fares	<p>30. Ensure fare payment systems are easy to use and accurately record passenger trip information.</p> <p>31. Work with delivery and investment partners to implement and integrate the National Ticketing System (NTS) across the network.</p> <p>32. Set fares in accordance with the targets and policies contained in the farebox recovery and fare-setting policy set out in Appendix E.</p> <p>33. Review fare levels in accordance with the policy set out in Appendix E.</p> <p>34. <del>Cash to be removed as a form of payment across the network when cash fares reduce to less than 5% of total ticket transactions for a period of at least 3 months, following the implementation of the National Ticketing System. Continue to review the role and use of cash fares across the network and consider the role of safety and impacts on users, particularly the transport disadvantaged, in any decision to phase out cash payment upon the implementation of the National Ticketing System.</del></p> <p>35. Consider fare exemptions for the mobility impaired and their companions, with value given to the balance of costs across all funded activities (i.e., the increased cost of further subsidising PT fares is outweighed by the savings in total mobility subsidies).</p>
Procurement, funding, and delivery	<p>36. Consider the following criteria when establishing public transport units:</p> <ol style="list-style-type: none"> <li>Does the unit configuration form a marketable whole?</li> <li>What customer market would it serve?</li> <li>How attractive would it be to tenderers? (to encourage competition)</li> <li>Will the unit configuration maximise efficiency and achieve the best value for money possible?</li> </ol> <p>37. Procure bus services using the partnering delivery model and the price quality selection method as set out in NZTA's Procurement Manual 2009</p> <p>38. Maximise funding from NZTA.</p> <p>39. Support the SuperGold Card free travel scheme funded by NZTA.</p> <p>40. Explore partnership and bulk purchase opportunities with large employers, places of education, and other destinations.</p>
Commercial partnerships	<p>41. Consider opportunities to develop commercial partnerships with businesses to provide targeted public transport services that meet the needs of both the business community and employees.</p>

#### 4.2.4 The experience

The purpose of this section is to ensure the experience of the customer is enhanced by having appropriate vehicles and infrastructure.

Objectives:

- Public transport operations provide comfortable and safe travel, minimise adverse environmental effects and improve health outcomes.
- Provision of a high standard of infrastructure in key locations on the network that supports the bus services.

D  
R  
A  
F  
T

Table 4: HBRC experience policies

Policy Area	Policy
 <p><i>What's changed?</i> In policy 44 we are making sure annual driver training is being delivered to support disabled and mobility impaired users.</p>	
<p>Buses</p>	<p>HBRC will:</p> <ul style="list-style-type: none"> <li>42. Ensure all vehicles operated under contract will meet the minimum vehicle quality specifications as set out in the NZTA Requirements for Urban Buses.</li> <li>43. Provide wheelchair accessible vehicles on all services to ensure easy access for wheelchair users, parents with young children and passengers with mobility difficulties.</li> <li><del>44.</del> Ensure driver training is provided annually around disabled and mobility impaired users with a view to ensuring they are assisted to utilise the service, where practical.</li> <li><del>44.</del><u>45.</u> <u>Through the contract held between Council and Service Providers, require customer service training be completed by all bus drivers and support staff annually. Additionally, ensure any new drivers receive service / network specific customer service training as part of the on boarding process</u></li> <li><del>45.</del><u>46.</u> Ensure the appropriate size bus is used on each service by catering for peak loadings at the service peak time.</li> </ul>
 <p><i>What's changed?</i> In policy 51 we have outlined a desire to provide multi-platform real time bus arrival information, subject to funding.  In policy 52 we've committed to clear and concise visual design / wayfinding.</p>	
<p>Bus stops and timetable information</p>	<ul style="list-style-type: none"> <li><del>46.</del><u>47.</u> Work collaboratively with local councils to add more bus shelters to the network, subject to available funding, ensuring the shelters and / or stops are fit for form and function.</li> <li><del>47.</del><u>48.</u> Work with local councils to implement bus-stop improvements in line with Waka Kotahi Bus Stop Design Guidance.</li> <li><del>48.</del><u>49.</u> Liaise with Napier City and Hastings District Councils regarding improved access from bus stops to buses for people in wheelchairs and those who require other mobility aides.</li> <li><del>49.</del><u>50.</u> Ensure printed timetables are readily available, including large-print versions.</li> <li><del>50.</del><u>51.</u> Provide high quality web timetable and journey planning information.</li> <li><del>51.</del><u>52.</u> Subject to funding, provide multi-platform real time bus arrival and departure times at key stops in the network.</li> <li><del>52.</del><u>53.</u> Ensure visual wayfinding / network design at stops is clear, concise, and simple for users to understand.</li> </ul>

DRAFT

#### 4.2.5 Looking forward

The purpose of this section is to ensure that public transport services cater for the changing needs of the population, including changes in residential and commercial areas; make provision for potential growth in demand for passenger services caused by increases in fuel prices; and recognise future developments in infrastructure technology, modal innovation, and service delivery innovations.

**Objective:**

- A flexible network that adapts to changes in demand.

Table 5: HBRC future network policies

Policy Area	Policy
<div style="background-color: #1a3d54; color: white; padding: 10px; border-radius: 10px;">  <p><i>What's changed?</i>                      In policy 58 we've set out our need and desire for regular monitoring and review of the performance of the bus network, to ensure we have good data on how the service is delivering for the community.</p> </div>	
Demand	<p>HBRC will:</p> <p><u>53,54.</u> Improve service levels and the quality of the network to stimulate demand for public transport, subject to available funding.</p> <p><u>54,55.</u> Work with key partners to consider ongoing and potential changes in population, land-use and other factors that influence demand, to ensure the supply of services matches the demand.</p> <p><u>55,56.</u> Monitor the demand for rural services.</p> <p><u>56,57.</u> Carry out a two-yearly passenger survey in line with NZTA requirements.</p> <p><u>57,58.</u> Investigate the longer-term potential for park and ride facilities serving rural areas and improved interchange and terminus facilities at key points in the urban network.</p> <p><u>58,59.</u> Monitor and review the effectiveness, efficiency, and equity of a transition to a high frequency direct public transport model over time as it is implemented, subject to available funding. Regular reviews should be undertaken with key stakeholders, annually following full implementation and any subsequent improvements to levels of service.</p>
Technology	<p><u>59,60.</u> Subject to available funding, use changing technology where possible to provide a better service through improved ticketing systems and the progressive implementation of integrated real time end to end trip information across the network and applicable channels (e.g., bus stops, applications, online, in-bus).</p>
Integration with other services	<p><u>60,61.</u> Discuss any potential improvements for better integration and shared facilities for long-distance bus and/or tourism services with the relevant council.</p>

D  
R  
A  
F  
T

Policy Area	Policy
Passenger rail	<p><del>61.62.</del> Work with other councils, KiwiRail, NZTA, Ministry of Transport, Government, and operators, to support investigating opportunities for intra and inter regional passenger rail. This includes leadership and advocacy to support better use of the rail network, and better funding structures.</p> <p><del>62.63.</del> Undertake a high-level feasibility study of future commuter rail inclusion in the wider Hawke’s Bay Public Transport network, if suitable funding permits.</p>
<div style="background-color: #1a3d54; color: white; padding: 10px;">  <p><b>What’s changed?</b>                      In policy 63 we are looking into the future and considering any new, innovative, or different ways to create and enable travel choice.                      In policy 64 we are also endeavouring to find funding to enable a Central Hawke’s Bay bus trial.</p> </div>	
Public transport services	<p><del>63.64.</del> Consider the role of new and emerging technologies and mobility options as a means to manage travel demand, provide travel choice, and create efficient journeys for communities.</p> <p><del>64.65.</del> Continue to investigate, evaluate, and endeavour to secure funding to enable the Central Hawke’s Bay Commuter Express trial.</p>

### 4.3 Objective and policies for Total Mobility

#### 4.3.1 Our customers

Table 6: HBRC total mobility customer policies

Policy Area	Policy
<div style="background-color: #1a3d54; color: white; padding: 10px;">  <p><b>What’s changed?</b>                      Throughout this plan we’ve described how the Total Mobility Scheme is for people with permanent disabilities, meaning they have no other transport alternative.</p> </div>	

D  
R  
A  
  
F  
T

Policy Area	Policy
Transport for people with a permanent disability	<p>HBRC will:</p> <p><u>65-66.</u> Continue to provide the Total Mobility Scheme in Napier, Hastings, Waipawa and Waipukurau in line with the policy set out by NZTA, while reserving the right to limit resources subject to funding and to operate within budget.</p> <p><u>67.</u> Subject to NZTA funding, make wheelchair payments for each wheelchair transported in a vehicle.</p> <p><u>66-68.</u> <u>Hawke’s Bay Regional Council will work in partnership with ACC and approved assessment agencies to investigate where there may be gaps in the current Total Mobility and ACC transport schemes when providing for individuals requiring transport assistance and options to fill these gaps.</u></p>

**4.3.2 Your service**

**Objective:**

A funding system for Total Mobility services that is fair to ratepayers and users of the service, is efficient and effective, is fit for purpose, and recognises the different benefits occurring to each funding party.

**Table 7: HBRC total mobility service policies**

Policy Area	Policy
Information availability	<p>HBRC will:</p> <p><u>67-69.</u> Ensure information on the Total Mobility Scheme is readily available and easy to understand.</p>



**What's changed?**  
 We have strengthened our Total Mobility policies, ensuring they are fit for the future. Key changes include:

- ~~Setting the fare concession payable to 75% of a maximum \$50 fare.~~
- ~~Capping the maximum chargeable base fare at \$25.~~
- ~~Setting out fare parity measures across providers.~~
- ~~Outlining that the Total Mobility subsidy is only payable for the time the vehicle is travelling.~~

D  
R  
A  
F  
T

Policy Area	Policy
Fares	<p><del>68.70.</del> Ensure fare transaction systems are easy to use and accurately record passenger trip information.</p> <p><del>69.71.</del> A 75% concession applies to a maximum fare level of \$50, thereby meaning the Total Mobility passenger pays 25% of the first \$50 of a fare.</p> <p><del>70.72.</del> The operator must charge the user the remaining 25%, or applicable balance, of the chargeable fare.</p> <p><del>71.73.</del> The minimum fare chargeable, within the fare concession levels, must not exceed \$25.</p> <p><del>72.74.</del> Total Mobility operators provide a fare schedule to the Council for approval on an annual basis along with necessary supporting information that may be requested from time to time. No company can exceed the combined average fares of the other companies by more than 10%.</p> <p><del>73.75.</del> Average fares are calculated using industry standard kilometre rates.</p> <p><del>74.76.</del> Fares charged will be a total for the applicable fare travelled and include all transactional costs, including technology fees.</p> <p><del>75.77.</del> The fare subsidy will apply for the time the vehicle is travelling from location to location. For the avoidance of doubt, the subsidy does not cover or include non-driving time, such as waiting time, repositioning / dead running, or assistance / companion time.</p> <p><del>76.78.</del> All fares, fare policies, and concession levels are subject to change at any time according to levels of available funding, NZTA policy settings, and HBRC operational consideration or constraints.</p>
Funding and delivery	<p><del>77.79.</del> Maximise funding from Waka Kotahi NZ Transport Agency.</p> <p><del>78.80.</del> Consider applications from transport operators for the provision of Total Mobility transport services, while reserving the right to decline applications where:</p> <ul style="list-style-type: none"> <li>a. Demand cannot be demonstrated</li> <li>b. Adequate services are in operation</li> <li>c. Value for money cannot be demonstrated.</li> </ul> <p><del>79.81.</del> Undertake regular audits of operator’s and their vehicles to ensure contract compliance.</p>
<div style="background-color: #1a3d54; color: white; padding: 10px; border-radius: 10px;">  <p><b>What’s changed?</b>                      In policy 80 we’ve reviewed and strengthened our assessment and auditing mechanisms for Total Mobility.</p> </div>	

D  
R  
A

Policy Area	Policy
Assessment	<p><del>80.82.</del> Assessment agencies will be required to seek and obtain accreditation with the Council annually.</p> <p><del>81.83.</del> Assessment agencies, and their assessments, will be regularly audited to ensure accreditation compliance.</p> <p><del>84.</del> Assessment agencies will be required to implement any scheme changes made by the Council in a timely manner, following suitable communication and training by HBRC.</p> <p><del>82.85.</del> <u>Hawke’s Bay Regional Council will investigate alternative funding and operational models for undertaking eligibility assessments for the Total Mobility Scheme, with the aim of ensuring long term sustainability, improved accessibility, and consistency of service.</u></p>

### 4.3.3 The experience

#### Objective:

A Total Mobility service that provides comfortable and safe travel and delivers value for money.

Table 8: HBRC total mobility experience policies

Policy Area	Policy
 <p><b>What’s changed?</b> In policy 83 we’ve reviewed and strengthened our hoist grant conditions, making sure they continue to fit for purpose.</p>	
Accessible vehicles	<p>HBRC will:</p> <p><del>83.86.</del> Subject to NZTA funding, provide grants for the installation of wheelchair hoists up to a maximum grant amount per installation.</p> <p><del>84.87.</del> HBRC will consider applications for grant installation on a case-by-case basis, while reserving the right to decline the applications where:</p> <ul style="list-style-type: none"> <li>- suitable funding is not available</li> <li>- The submitted quote covers works outside the scope of a hoist installation, for example the installation / shifting of vehicle seats</li> <li>- Where HBRC believes, on reasonable grounds, the vehicle to which the hoist is to be installed does not meet vehicle safety and age specifications.</li> </ul>
 <p><b>What’s changed?</b> In policy 87 we’ve included a policy to ensure annual driver training is provided to assist the experiences of disabled and mobility impaired users.</p>	

D  
R  
A  
  
F  
T

Policy Area	Policy
Health and safety	<p>HBRC will:</p> <p><del>85.88.</del> Ensure vehicles operated under contract to HBRC meet the safety standards required by law.</p> <p><del>86.89.</del> Ensure Total Mobility providers have health and safety policies and procedures in place which meet the requirements of the Health and Safety at Work Act 2015.</p> <p><del>87.90.</del> Ensure driver training is provided annually around disabled and mobility impaired users with a view to ensuring they are assisted to utilise the service <u>and have a positive customer experience, where practical.</u></p>
Technology	<p><del>88.91.</del> Operate Total Mobility user ID smartcard transaction technology for Total Mobility in the region, to support more independent travel.</p>

#### 4.3.4 Looking forward

**Objective:**

A flexible service that adapts to changes in demand.

Table 9: HBRC total mobility future policies

Policy Area	Policy
Demand	<p>HBRC will:</p> <p><del>89.92.</del> Consider changes in population demographics, land use and other factors that influence demand on the Total Mobility Scheme, as opportunities to improve the Public Transport Network to ensure a range of options are provided to people of all abilities.</p>
Technology	<p><del>90.93.</del> Use changing technology where possible to provide a better service.</p>
<div style="background-color: #1a3d54; color: white; padding: 10px; border-radius: 10px;">  <p><b>What's changed?</b>                      In policy 91 we've ensured we remain open to ongoing improvement, leaving us the opportunity to investigate innovations and alternative delivery models as they arise.</p> </div>	
Service delivery	<p><del>91.94.</del> Continue to investigate options and opportunities, as they arise and are applicable, to deliver Total Mobility services in an innovative, responsive, and / or integrated manner with other public transport services.</p>

#### 4.4 Objectives and policies for Community Transport

**Objective:**

Support existing and the development and implementation of new community-based transport solutions for smaller settlements outside of the main urban areas, where and when suitable funding becomes available.

D  
R  
A  
F  
T

Table 10: HBRC community transport policies

Policy Area	Policy
Demand	<p>HBRC will:</p> <p><u>92.95.</u> Provide support for community transport services where:</p> <ul style="list-style-type: none"> <li>a. There is demonstrated evidence to support the need for a transport service in communities outside the urban areas of Hastings and Napier, i.e., Wairoa, Central Hawke’s Bay, and Cape Coast.</li> <li>b. There is willingness by members of the community to set up, operate and maintain a trust or similar structure to oversee governance of the service, and for people to volunteer to be drivers.</li> <li>c. There is sufficient funding available to support the establishment and administration of the trust and the purchase of vehicle(s).</li> <li>d. The establishment of the trust has the demonstrated support of the relevant territorial authority.</li> </ul> <p><u>93.96.</u> Support for community transport services will be assessed on a case-by-case basis and may include:</p> <ul style="list-style-type: none"> <li>e. Council staff assistance to establish a Trust or service in a new area where a request is received from the relevant local authority, community board or residents’ group.</li> <li>f. Financial grants towards vehicle purchase/replacement and Trust administration costs, subject to availability of funding.</li> <li>g. Provision of supporting technology to help make community transport services easier to manage and more accessible for users, subject to availability of funding.</li> <li>h. Where possible leverage council’s purchasing ability to obtain best value for community vehicle/hoist purchase, and/or other professional services such as driver training.</li> </ul>
<div style="background-color: #1a3d54; color: white; padding: 10px; border-radius: 10px;">  <p><b>What’s changed?</b>                      In policy 94 we lay out the opportunity to discuss and advocate for terms of rating / funding that would appropriately enable the development of community transport.</p> </div>	
Funding	<p><u>94.97.</u> Where applicable and appropriate, advocate for funding to enable Community Transport from both the NLTF and Local Share, supported by private share contributions / donations (e.g. foundation grants and the like).</p>

## 5 What we plan to do

### 5.1 Strategic response

To address the issues identified through our 2022 consultation, network review, and subsequent business case processes (refer Section 1), we have developed several strategic responses, and from these, several action points to be implemented as suitable levels of funding allow, in addition to the provision of existing services.

1. Deliver a new “step change” network as suitable levels of funding allow over time.



#### *What's changed?*

*We describe the detailed business case currently under development and set out how this will enable increases in service levels.*

*We also discuss the constrained funding environment and reconfirm our long-term aspiration to increase frequency and operating hours.*

At the time of writing, a detailed business case is currently being developed to comprehensively set out the opportunity, benefits, and implementation pathway for Hawke’s Bay to introduce the new bi-directional ‘step change’ network. Once the business case is completed and endorsed by the NZTA board, HBRC will be in a position to further engage with NZTA around ~~able to investigate additional funding~~ funding uplift opportunities, working through their established processes to determine improvement suitability, that will enable ~~allow~~ us to scale up the urban public transport network in terms of frequency and operating hours, improving the Levels of Service we can deliver.

The new network will ultimately be a “step change” improvement over the current bus system, designed to make public transport a viable and attractive option for more journeys within the Napier Hastings urban areas, and lead to significant growth in patronage. Due to the impacts of funding constraints the network will be implemented in stages, as increased levels of funding become available.

The planned changes, to be implemented no earlier than 2026 include:

- **Legible bi-directional routes**, replacing the slow and indirect one-way loops of the existing network with two-way routes on more direct alignments. This will see buses travelling in both directions on routes.

Future planned changes and improvements that are dependent on increased funding include:

- **Increased all-day service frequency** across all routes, with investment targeting connections to major employment, education, retail destinations and essential needs.
- **Increased span of service**, with all urban services running from 6am to 9pm, seven days a week. Like frequency, the increase in span of operational hours will happen incrementally over time, as community feedback supports, and any necessary safety requirements are enabled.

Ultimately, once fully implemented this will provide a significant step change in terms of level of service, in particular the frequency and span, and is designed to deliver increased patronage.

These staged improvements, as well as further long-term service improvements to frequency and span of service, are detailed in Appendix A.

**2. Deliver incremental service improvements ahead of new network delivery**



**What's changed?**

We outline that unprogrammed service improvements may occur from time to time, and to ensure we continue to evaluate opportunities where on-demand services might play a useful role in future public transport opportunities.

Simple service improvements can be implemented as funding and demand allow.

Unprogrammed service improvements or changes will occur through the life of this plan so as the network can adapt to unforeseen issues or opportunities. These are likely to be minor route changes or additional singular additions to a timetable.

Whilst the new network design proposed for introduction in 2026 will see the conclusion of the MyWay trial in Hastings, we will continue to examine the place of an on-demand style service to enable more reliable and frequent public transport to communities where this service is more suitable than traditional fixed route services. On-demand services are typically utilised in lower density or lower population areas that are typically hard to effectively and efficiently service with standard public transport but can also provide an effective complement to fixed routes services in urban centres. The core purpose of any future on demand offering would be focused on efficiency and access.

**3. Investigate and implement innovative ways to provide better transport options in small towns and rural areas, as suitable levels of funding allow.**

HBRC would like to further improve access for residents in communities outside the main urban areas, particularly those experiencing sustained growth in population and housing. HBRC intends to explore more flexible ways in which this could be achieved in a cost-effective manner. This will involve looking wider than conventional bus services and exploring options such as community van / transport services.



**What's changed?**

We've committed to continually working with communities to refine and further develop the public transport service offering.

**4. Undertake a program of continuous improvement**

We will continually work with communities across the region to ensure public transport services are optimised to deliver the best services to them. We will do this by ensuring regular engagement with representatives of each community, including iwi and hapu, where service design and delivery is jointly assessed to ensure it remains fit for purpose.

**5.2 Planned activities**

The following activities are planned for future implementation. These are not listed in any particular order, as programming will depend on suitable levels of available funding, resources, and external factors. However, the items have an indicative timeframe based on relevant factors.

D  
R  
A  
F  
T

Table 11: Planned activities

Initiative	Details	Indicative timeframe
 <p><b>What's changed?</b> Supporting our continuous improvement approach, we are committed to engaging with communities and users to ensure the network is fit for purpose.</p>		
<p>Improve journey time and journey time reliability</p>	<p>To include consideration of:</p> <ul style="list-style-type: none"> <li>streamlining routes to reduce dead-running</li> <li>timetable revision to reflect changed running times.</li> <li>Subject to funding, increasing frequencies to reduce waiting time.</li> <li>minimise the impacts of any delays that do or may occur.</li> <li>Engage with communities and user groups to ensure network serves their needs.</li> </ul>	<p>Ongoing</p>
 <p><b>What's changed?</b> We've highlighted an opportunity to engage with large employers to understand how public transport might assist with employee access.</p>		
<p>Investigate options to partner with organisations and businesses to promote commuter bus use through concession fare schemes.</p>	<ul style="list-style-type: none"> <li>Build upon existing partnerships model which has been successful with Hawke's Bay Fallen Soldiers' Memorial Hospital.</li> <li>Engage with business in key employment nodes to understand challenges and opportunities, trialling new services where sufficient demand, funding, and business buy in exists.</li> </ul>	<p>Ongoing</p>
 <p><b>What's changed?</b> We are re-confirming our desire to trial a Central Hawke's Bay Commuter Express bus service for a minimum period of 18 months when and if funding becomes available.</p>		

D  
R  
A  
F  
T

Initiative	Details	Indicative timeframe
Trial a commuter express bus service between the Central Hawkes Bay towns of Waipukurau, Waipawa and Ōtāne through to Hastings.	Subject to available levels of funding, operate two morning peak services to Hastings from Waipukurau, via Waipawa, and Otane, with two evening return services to Waipukurau from Hastings. Any trial should last for at least 18 months.	Trial implementation subject to availability of funding (both NZTA and Local share)
Community Transport in <a href="#">Wairoa</a>	Identify existing initiatives and support the establishment of a Trust to run Community Transport services <a href="#">across the region, including Wairoa, Central Hawke's Bay and satellite communities around Napier &amp; Hastings, in Wairoa.</a>	Implementation by 2028, subject to available funding.
 <p><b>What's changed?</b>                      We've set out our short-term frequencies and aspirational long-term frequencies across the new network services. We've also outlined that these step change will take longer to achieve than envisaged in the 2022 plan.</p>		
Implement planned 'Step change' fixed route bus network	See Appendix A for details. Short term levels of service will be at current frequencies and operating hours, with long term frequency and operating hours increasing as suitable levels of funding allow.	No earlier than 2026, subject to available levels of funding.
 <p><b>What's changed?</b>                      We have enabled the opportunity to meaningfully engage with communities right up until the new network is implemented to ensure the changed bus routes best serve their needs, whilst retaining our core planning principles.</p>		
Refine and solidify the new network with affected communities and key stakeholders	Engage with communities that will have material route / network changes, as subject matter experts in their needs, to ensure the new network services their needs and key destinations sufficiently while not significantly impacting network planning foundations.	To be completed by the implementation of the new network, expected no earlier than 2026.

D  
R  
A  
F  
T

Initiative	Details	Indicative timeframe
 <p><b>What's changed?</b> We've committed to gathering qualitative / citizen insights to ensure we explore challenges and opportunities for greater public transport uptake.</p>		
<p>Investigate and understand barriers and challenges to increased public transport uptake in the main urban areas</p>	<p>Undertake engagement and workshops with users, stakeholders, and community to understand, quantify, and tease out either real or perceived barriers / challenges to either the use or increased uptake of PT services in Hawke's Bay.</p> <p>These insights will be utilised in network &amp; infrastructure review, design / development, and service delivery planning</p>	<p>Ongoing – to be completed by the implementation of the new network</p>
 <p><b>What's changed?</b> We will be implementing the National Ticketing System across the network.</p>		
<p>Implement the National Ticketing Solution</p>	<p>Working with delivery partners, Cubic, and others, implement the National Ticketing System across the network. Consider the role of cash fares across the service as part of the NTS implementation, in line with policy #32. Following consultation, cash payment may or may not be retained as part of the NTS transition. All system and fare product changes will be supported by relevant and targeted communications and engagement.</p>	<p>No earlier than September 2025</p>
 <p><b>What's changed?</b> We've reviewed the MyWay service and, while it will not form part of the new network, we have left the door open to evaluate it as a complement to fixed routes in the future.</p>		

D  
R  
A  
F  
T

Initiative	Details	Indicative timeframe
<p>Investigate potential for MyWay, or an On Demand service, to operate as a complement to bi-directional fixed route services to deliver greater accessibility for all communities</p>	<p>Following the MyWay trial in Hastings, and utilising the lessons from the trial review, we will continue to investigate where On Demand services could complement fixed route services or as a standalone service.</p> <p>A future iteration of the service could be used to pick people up locally and drop them at the nearest main public transport line.</p> <p>HBRC will continually investigate the role and place of on demand services in the broader public transport network and seek suitable levels of funding to support implementation.</p>	<p>Ongoing</p>

## 6 Review and monitoring

### 6.1 Monitoring

The purpose of monitoring the implementation of the Plan is:

- to measure whether the Plan has been successful in meeting regional public transport objectives; ~~and~~
- ~~to measure the quality of the services provided, and;~~
- ~~enhance the continuous improvement of the service.~~

The region's objectives for public transport are set out in the Regional Land Transport Plan 202-34 (RLTP). The RLTP has the following vision:

"An efficient transport system that is resilient, low emissions, safe, provides genuine and equitable choices, and places community wellbeing at the centre."

Supporting strategic objectives include:

- **Resilience and security** – invest in an efficient transport system that is resilient to changing climate and other risks, with urgency and priority.
- **Emissions reduction** – drive a low-emissions transport system that reduces the risks associated with global warming.
- **Healthy and safe people** – provide a safe transport system for all users and modes that reduce the economic and social cost of crash injuries.
- **Inclusive access** – support fit-for-purpose, genuine, safe, and equitable transport choices for all users to sustain the health and wellbeing of communities.
- **Environmental sustainability** – integrate land use planning and development to enable effective and efficient use of transport networks.

Policies within the RLTP relevant to public transport to achieve these objectives are:

- Subject to funding, implement the Regional Public Transport Plan, focusing on reliability, efficiency, and a low or zero emissions bus fleet to provide an attractive and realistic alternative to private cars for daily journeys in the main urban areas of Hastings and Napier.
- Seek additional funding to invest in alternative transport options, including commuter routes, outside the main urban areas, in accordance with the Regional Public Transport Plan.
- Subject to funding, develop and implement public transport infrastructure that enables easy and safe multi modal integration at key hubs and locations across the public transport network.
- Investigate and pilot the conversion of key transport corridors in each of Napier and Hastings to give priority to active and public transport modes over heavy commercial and private vehicles.
- Invest in a low emissions and low impact transport system that enables genuine and safe travel choices which contribute to improved health and wellbeing.
- Subject to funding, implement the adopted Regional Public Transport Plan with a focus on service delivery, including reliability, frequency, and efficiency and develop new services and solutions for attractive and efficient public transport, including working in partnership with stakeholders to promote the expansion of public and shared transport incentive programmes.

This draft RPTP contains HBRC's specific vision for public transport in Hawke's Bay which is:

"To deliver a public transport system that is safe, accessible and supports the shift to reduce driving and emissions in Hawke's Bay, while improving the economic, social, and environmental well-being of the people of Hawke's Bay".

D  
R  
A  
F  
T

With respect to the RLTP objective and methods and the vision statement of this Plan, we aim to:

- Improve reliability, consistency, and customer experience on the existing network.
- Identify and implement improvements to span and frequency of existing routes where funding allows.
- Trial new commuter express route from Central Hawke's Bay to Hastings as funding allows.
- Prepare for rollout of new network, including identifying infrastructure required to support the network change and ensuring the necessary funding is secured in the relevant Council's transport investment plan to enable implementation in the short term and improvements over the long term.

## 6.2 Information requirements

HBRC will require information from public transport operators in accordance with LTMA requirements for information disclosure. The LTMA permits councils to require the operator of a public transport unit to supply fare revenue and patronage data. HBRC must publicise the patronage data and the extent to which a unit is subsidised.

## 6.3 Review

The RPTP must be reviewed every three years. At that time, HBRC will consider whether a formal renewal of the Plan should be undertaken. If changes are warranted, the significance policy for variations to the Plan may be triggered (Refer Appendix D for our significance policy) and this will tell HBRC how widely it must consult affected parties and the community about the variation. However, in all cases HBRC will consult with persons who will or may be affected by or have an interest in the proposed variation in accordance with Sections 126(4) and 125(2) (a) of the LTMA and Section 82 of the LGA. Reviews will be undertaken to coincide with the review of the Regional Land Transport Plan (RLTP). This will help to ensure that the RPTP is consistent with the public transport objectives of the RLTP.

## 7 Legislative requirements

An RPTP must contribute to the purpose of the LTMA and meet certain other requirements. A description of how this draft Plan complies with those requirements is set out in Appendix C.

## 8 Significance Policy

Refer to Appendix D for further information.

## 9 Third Party Funding, Farebox Recovery Monitoring, and Fare Setting Policy

Refer to Appendix E for further information.

## 10 Bus advertising policy

Refer to Appendix H for further information.

## 11 Consultation undertaken

Consultation has been undertaken in the review of this plan, in accordance with the requirements of Section 125(1) of the LTMA.

- A review (in 2022) of the existing public transport network and services by external consultants along with a subsequent review of the future public transport network and planned improvements by HBRC officers.
- An early consultation round with elected members from the Regional Transport Committee.

- Public consultation on the draft plan for a period of 4 weeks.
- Targeted engagement and consultation with Total Mobility providers, assessor, and users.
- Ongoing engagement with communities around proposed changes and network refinements, in line with the significance policy.

## Glossary and abbreviations

Term/Acronym	Meaning
DHB	District Health Board
ERP	Emissions Reduction Plan
HBRC	Hawke's Bay Regional Council
GPS	Government Policy Statement
LTMA	Land Transport Management Act
LTP/Long Term Plan	A plan prepared by all local authorities under the Local Government Act which covers a period of at least ten years (also known as the Ten Year Plan)
MoE	Ministry of Education
NLTF	National Land Transport Fund
NLTP	National Land Transport Programme
Waka Kotahi	New Zealand Transport Agency
PTOM	Public Transport Operating Model
SPTF	Sustainable Public Transport Framework
RLTP	Hawke's Bay Regional Land Transport Plan
RUB	Requirements for Urban Buses
SuperGold Card	A discount and concessions card issued free to all NZ residents aged 65 and over and those under 65 receiving a Veteran's Pension or NZ Superannuation. SuperGold Card holders can travel free of charge on public transport between 9am and 3pm on weekdays and anytime at the weekend or on Public Holidays
Ten Year Plan	A plan prepared by all local authorities under the Local Government Act which covers a period of at least ten years (also known as the Long-Term Plan)
The Plan, RPTP	Hawke's Bay Regional Public Transport Plan
Total Mobility	A nationwide scheme which provides discounted taxi travel for people with disabilities which prevent them from using buses

## Appendix A Planned new routes and long-term service improvements

D  
R  
A  
F  
T



**What's changed?**  
 Here we set out the planned integral routes in the new network, as consulted on and planned in 2022.  
 We define what we mean by short term and long term frequency and span.  
 We also identify the routes that will almost certainly change following targeted community engagement.

The following pages set out the routes for the future public transport network across the Hastings and Napier urban areas. The frequency and span have been broken down into short term and long term.

Short term frequency and span sets out the levels of service that will likely be delivered when the planned network is implemented. These will most likely be at the current levels of service that are delivered at the time of implementation, no earlier than January 2026.

Long term frequency and span sets out the service level improvement aspiration. These increases in the levels of service (e.g. better frequency, longer operating hours) will be implemented as suitable levels of funding are available and secure.

The following routes may have some changes made following targeted community engagement and consultation prior to network implementation. Engagement, consultation, and changes will be made in line with the Significance Policy contained in this Plan.

## Route 1: Primary Trunk Service - Napier to Hastings, Havelock North via Taradale shops, EIT/PGA & Fallen Soldiers' Hospital

### Planned Route Description

This trunk route will be the core service of the new network and primary driver of public transport patronage in the region (shown in Figure 7 below). It will connect most of the major destinations (Napier CBD, Tamatea shops, Taradale shops, EIT/PGA, Fallen Soldiers Hospital, Hastings CBD, Havelock North Village) to many different smaller destinations and residential areas with fast, increasingly frequent services over time. The route will mostly follow the same path as the existing Route 12.

The path will differ from Route 12 in the following ways:

- Route via Nottingley Road & Percival Road in Hastings instead of Pākōwhai Road. This gives the following benefits:
  - Avoid having to make a two-kilometre detour, including U-turn, to serve the hospital
  - Serve Hawke's Bay Regional Sports Park, which has been widely requested by stakeholders.
- Potential removal of the current Tait Drive deviation in Napier to improve travel time and reliability.
- Extension to Havelock North, replacing the current route 21.
- The route will split in two at the Havelock North town centre with one 'tail' going east along Te Mata Road and the other going west along Te Aute Road (see **Error! Reference source not found.**). These will be evenly split from the trunk. The splinter routes may be subject to change following engagement and consultation with the community.

### Frequency and Span

#### Short term frequency and span

- Current levels of service will remain in the short term, with a higher level of service in the long term.

#### Long term frequency and span:

- Span: This service will eventually run from 6am to 9pm, 7 days a week as funding allows.
- Frequency will be every 15 minutes from 7am-7pm and every 30 minutes all other times, as suitable levels of available funding allow. It is likely this level of frequency will take some time to obtain and will be less frequent during the early stages of the new network.

D  
R  
A  
F  
T



Figure 7: Planned Route 1 map

## Route 2: Eastern Institute of Technology to Napier via Taradale, Tamatea & Kmart

### Planned Route Description

This route will connect residential Taradale, Tamatea and the new Parklands developments to Napier CBD, Kmart, Tamatea shops, Taradale shops and EIT/PGA. There will be an easy connection to Route 1 trunk line to continue to Hastings, Havelock North, and the hospital.

The route will follow a similar path as the current Route 13, with the following changes:

- Removal of complicated one-way loops.
- New routing via Orotu Dr and Prebensen Drive to serve new residential and commercial developments (Kmart).
- Extension to EIT/PGA, with service to residential areas in southwest Taradale.

This route may change slightly following targeted community engagement and consultation. Any route changes will be updated in this Plan once confirmed.

### Frequency and Span

#### Short term frequency and span

- This route will remain at its current levels of service in the short term, with a higher level of service in the long term.

#### Long term frequency and span

- Span: This service will run from 6am to 9pm as funding allows, with the goal of increasing to 6am to midnight, 7 days a week.
- Frequency will be every 20 minutes from 7am-7pm as funding allows, and every 30 minutes all other times.

DRAFT

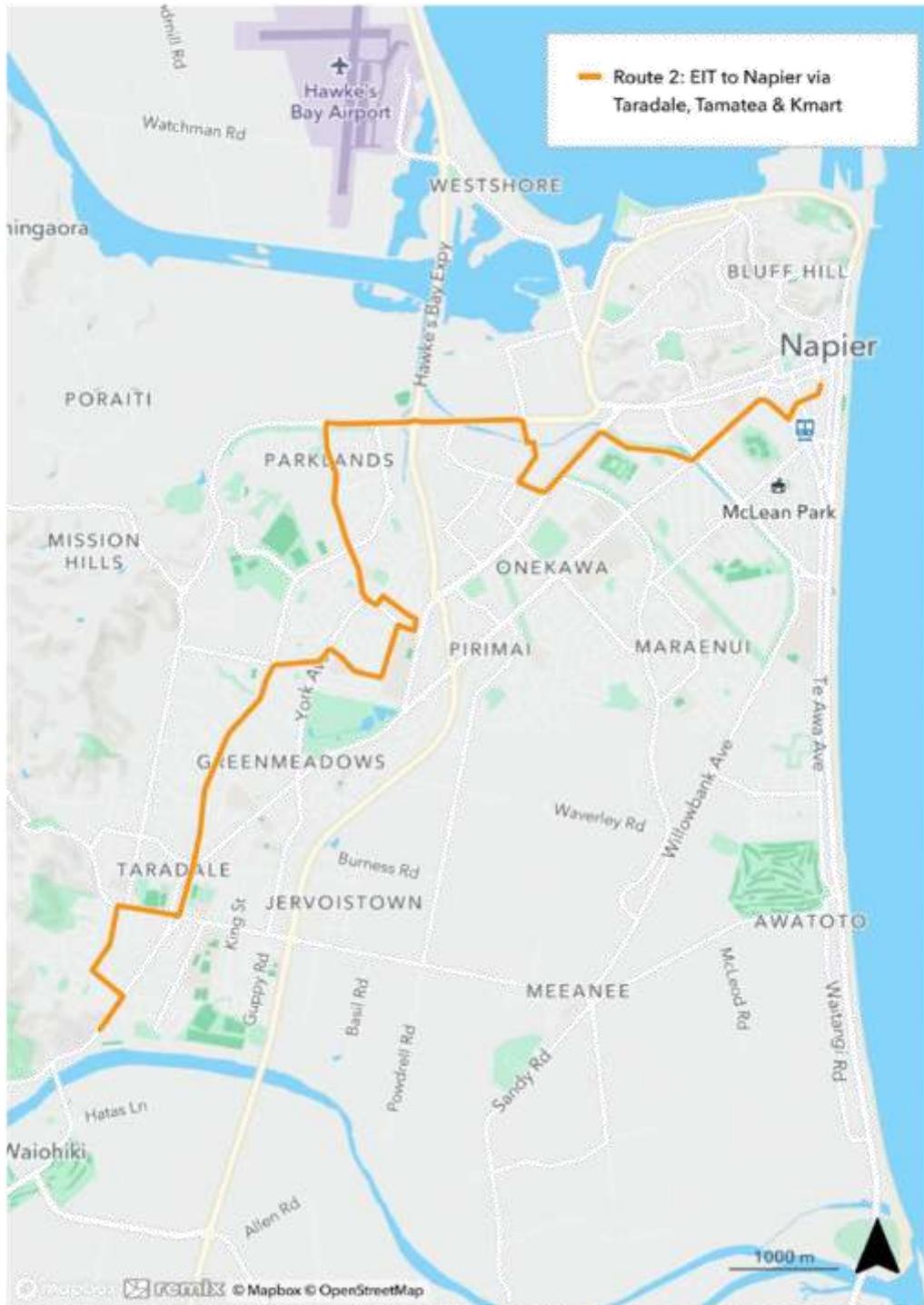


Figure 8: Planned Route 2 map

**Route 3: Tamatea to Napier via Maraenui****Planned Route Description**

- Replacement of the current Route 14.
- Removal of one-way loops through Maraenui.
- Connecting key destinations through:
  - Napier City Centre
  - McLean Park
  - Maraenui Shops
  - Tamatea Shops, providing access to the supermarket, pharmacy, medical centre, and other services in the Tamatea centre.

This route is shown in Figure 9 below. The extension through to Tamatea shops provides the opportunity to interchange with Route 1 and Route 2 to access the rest of the network.

**Options**

- The route could be rerouted to serve proposed Riverbend Residential Development which could deliver up to 670 homes at 215 Riverbend Road. This would require the street network within the new development being designed to allow through running of buses to Waterworth Avenue.

**Frequency and Span****Short term**

- Frequency and span will remain at the current levels of service, with a higher level of service in the long term.

**Long term**

- Span: This service will run from 6am to 9pm increasing 6am to midnight by 2030, 7 days a week. These service levels improvements will happen when suitable levels of funding are available
- Frequency will be every 20 minutes in from 7am-7pm and every 30 minutes all other times. These service levels improvements will happen when suitable levels of funding are available.

D  
R  
A  
F  
T

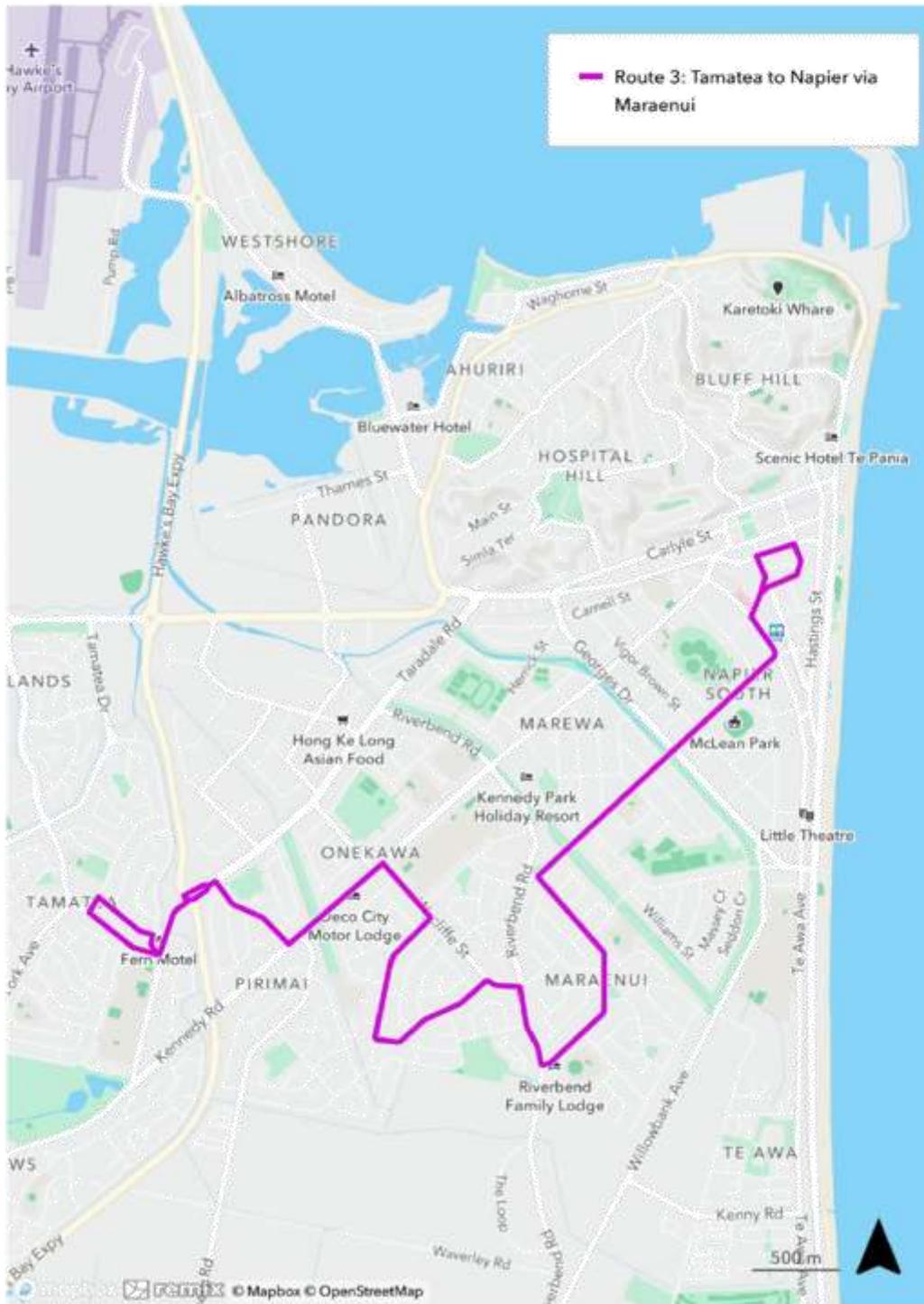


Figure 9: Planned Route 3 map

## Route 4: Flaxmere to Akina via Fallen Soldiers' Hospital, Mahora and the Hastings City Centre

### Planned Route Description

- Partial replacement of the current Route 20, new route shown in Figure 10 below.
- In combination with the new Route 4, this route allows for the removal of one-way loops in Flaxmere while maintaining a good level of coverage.
- Provides direct, frequent connections to trunk Route 1, providing connection to EIT/PGA and Napier city for Flaxmere, Mahora and Akina with the following potential direct connections:
  - Flaxmere to/from Hospital and onward to Hastings CBD, with deviation.
  - Mahora to/from Hospital and Hastings CBD
  - Akina to/from Hastings CBD and onward to Hospital, with deviation.

### Route options

- This proposed route is subject to change following targeted engagement with communities along the route, in line with the Significance Policy in this Plan.

### Frequency and Span

#### Short term

Frequency and span will be developed following the targeted engagement with communities along with route. However, levels of service will be subject to suitable levels of available funding.

#### Long term

- Span: This service will run from 6am to 9pm as funding allows, with the goal of increasing to 6am to midnight, 7 days a week.
- Frequency will be every 20 minutes, as funding allows, (ultimately increasing to 15 minutes) from 7am-7pm and every 30 minutes all other times.

D  
R  
A  
F  
T

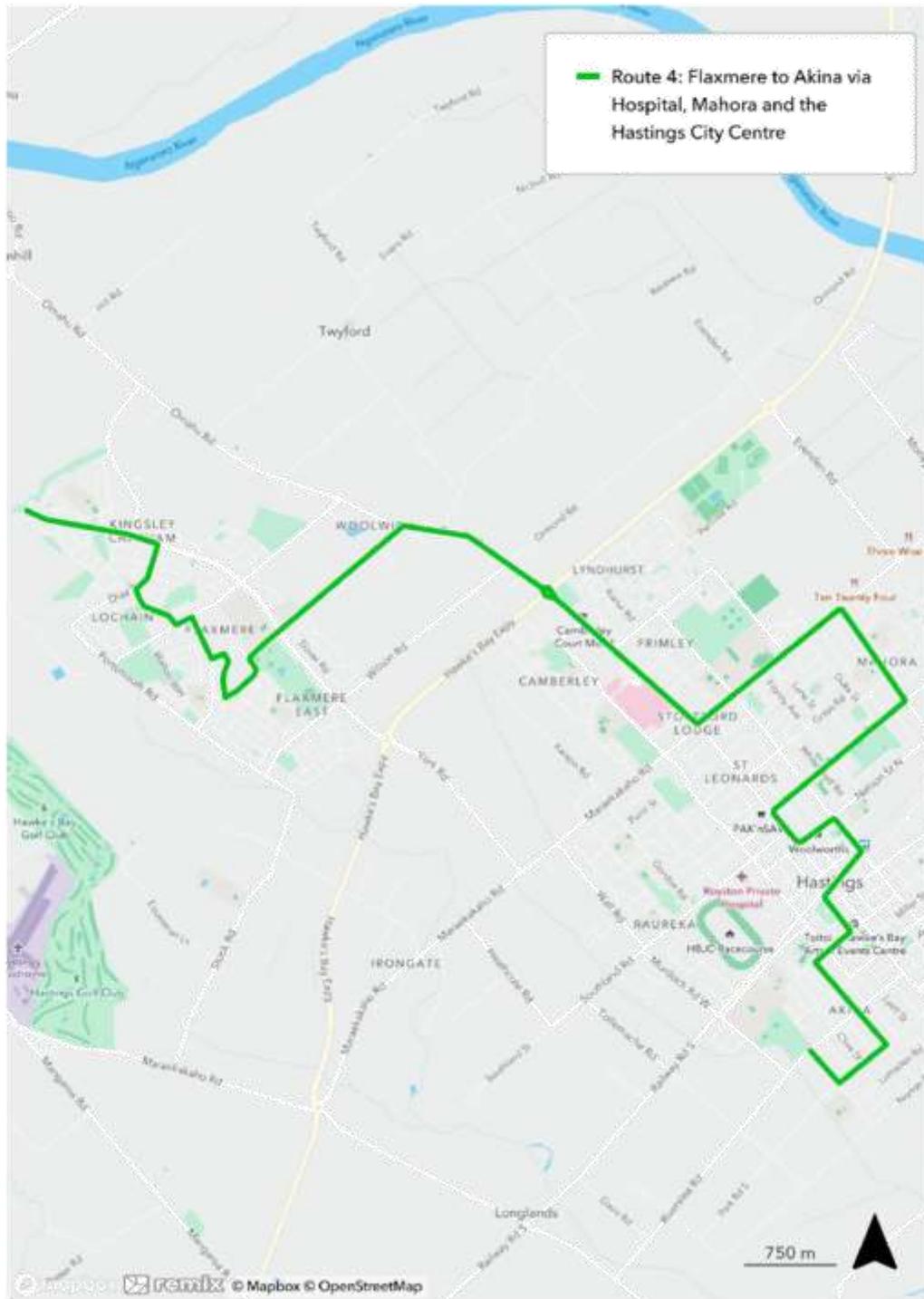


Figure 10: Planned Route 4 map

## Route 5: Flaxmere to Karamu via Raureka and Hastings City Centre

### Planned Route Description

- Partial replacement of the current Route 20.
- In combination with the new Route 5, this route allows for the removal of one-way loops in Flaxmere while maintaining good coverage.
- Through routing to Karamu improves access to western side of the city centre, high schools and facilities in Windsor Park, including Splash Planet.
- Route is shown in **Figure 11** below.

### Route options

- This proposed route is subject to change following targeted engagement with communities along the route, in line with the Significance Policy in this Plan.

### Frequency and Span

#### Short term

Frequency and span will be developed following the targeted engagement with communities along with route. However, levels of service will be subject to suitable levels of available funding.

#### Long term

- Span: This service will run from 6am to 9pm as funding allows, with the goal of increasing to 6am to midnight, 7 days a week.
- Frequency will be every 20 minutes as funding allows from 7am-7pm and every 30 minutes all other times.

D  
R  
A  
F  
T

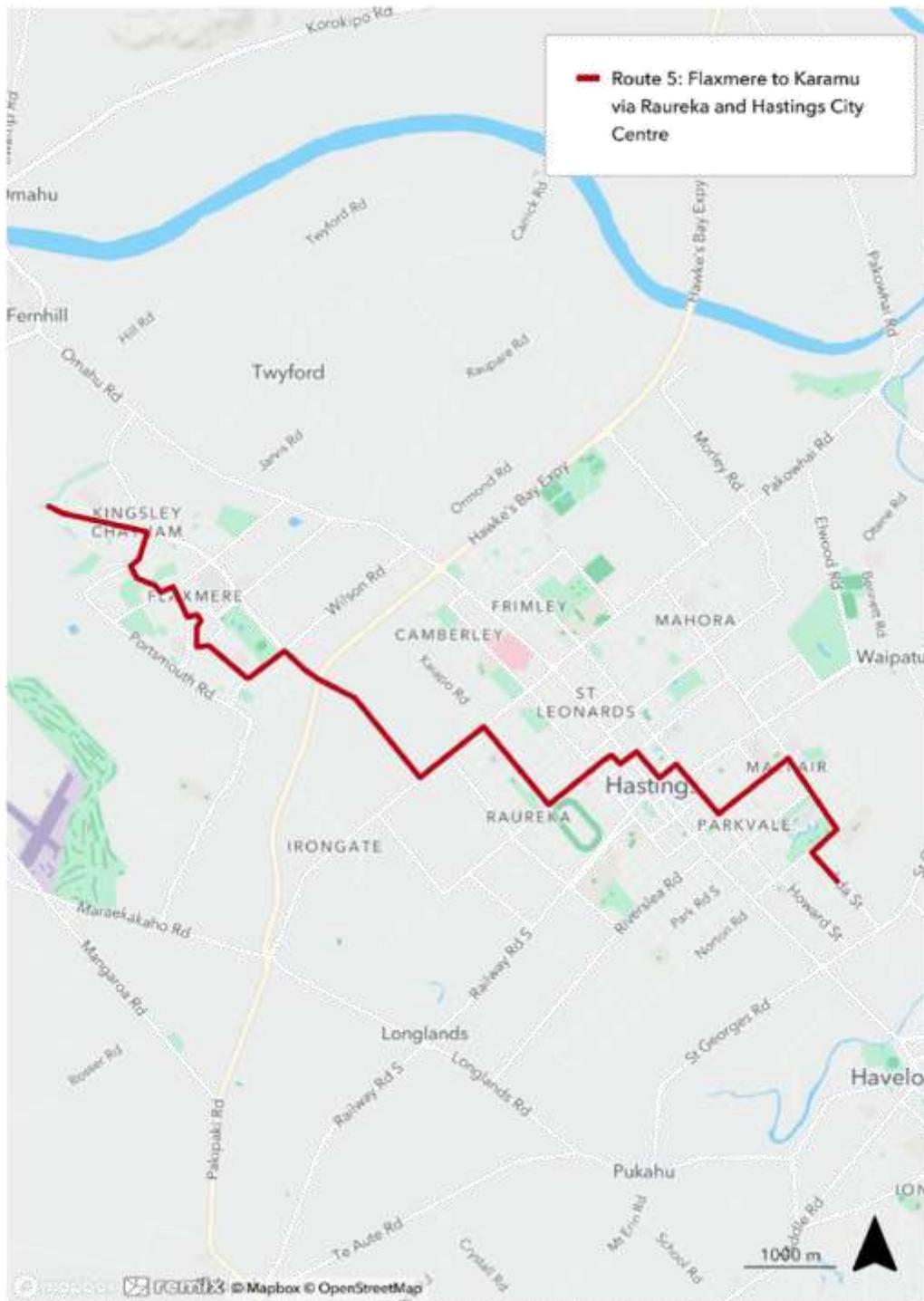


Figure 11: Planned Route 5 map

**Route 6: Napier to Hawke's Bay Airport and Bay View via Bluff Hill and Ahuriri****Planned Route Description**

- Replacement of the current Route 15.
- Removal of one-way loops through Ahuriri and Westshore.
- Every second run extending to Bay View village.
- Shown in Figure 12 below.

**Frequency and Span****Short term**

- Current levels of service will be maintained on the route, with a higher level of service in the long term.
- Every second trip will extend to Bay View.

**Long term**

- Every 60-minutes between 6am-9pm, 7 days a week.

D  
R  
A  
F  
T

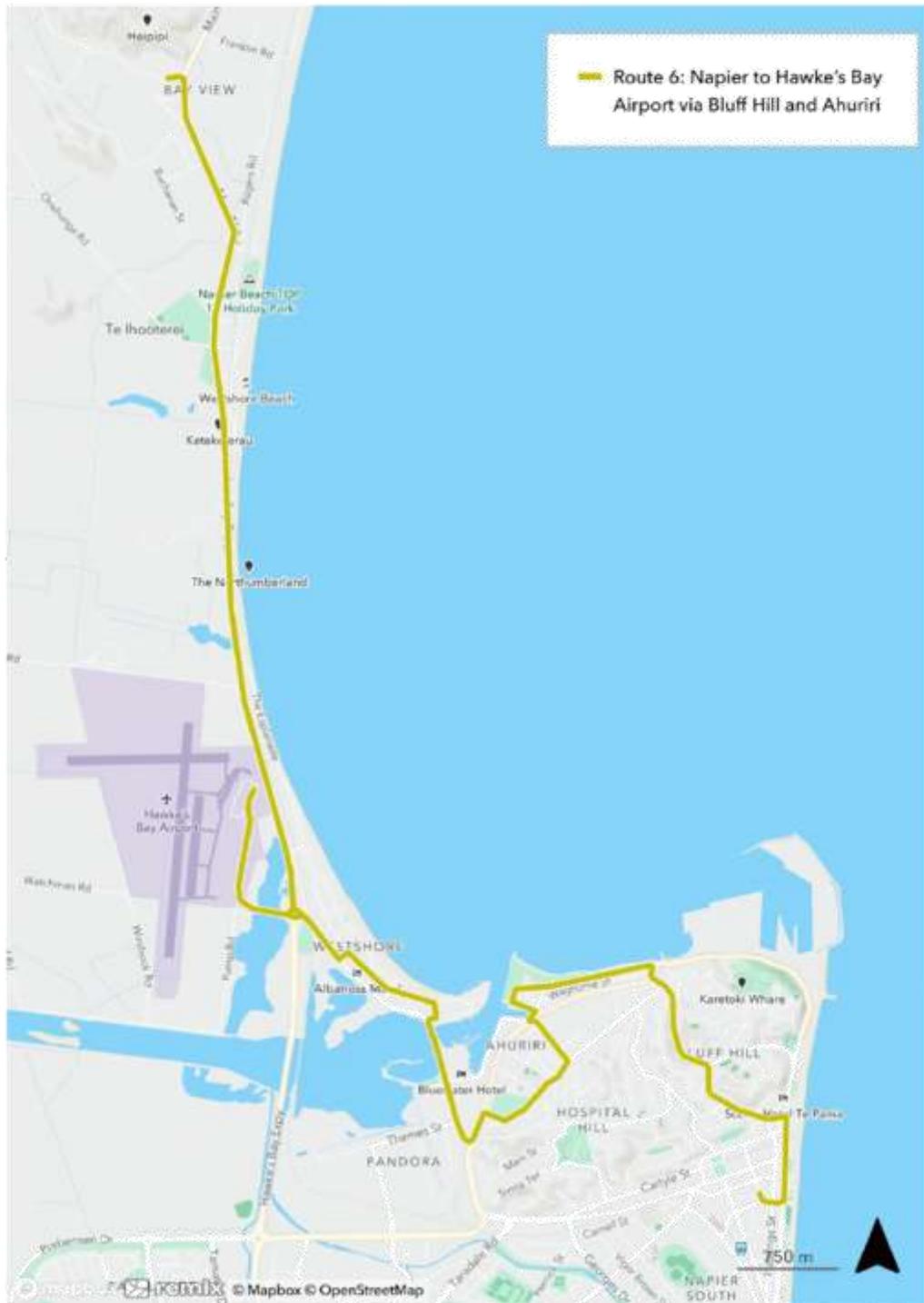


Figure 12: Planned Route 6 map

**Route 7: Hawke's Bay Hospital to Hastings City Centre via Camberley and Raureka****Planned Route Description**

- Coverage route to provide service to areas of Camberley and Raureka which are not directly served by the frequent routes.
- Connections to hospital & Hastings CBD.
- Shown in **Figure 13** below.
- This route may change slightly following targeted community engagement and consultation. Any route changes will be updated in this Plan once confirmed.

**Frequency and Span****Short term**

- Current levels of service will be implemented on this route, with a higher level of service in the long term.

**Long term**

- Every 60-minutes between 6am-9pm, 7 days a week.

D  
R  
A  
F  
T

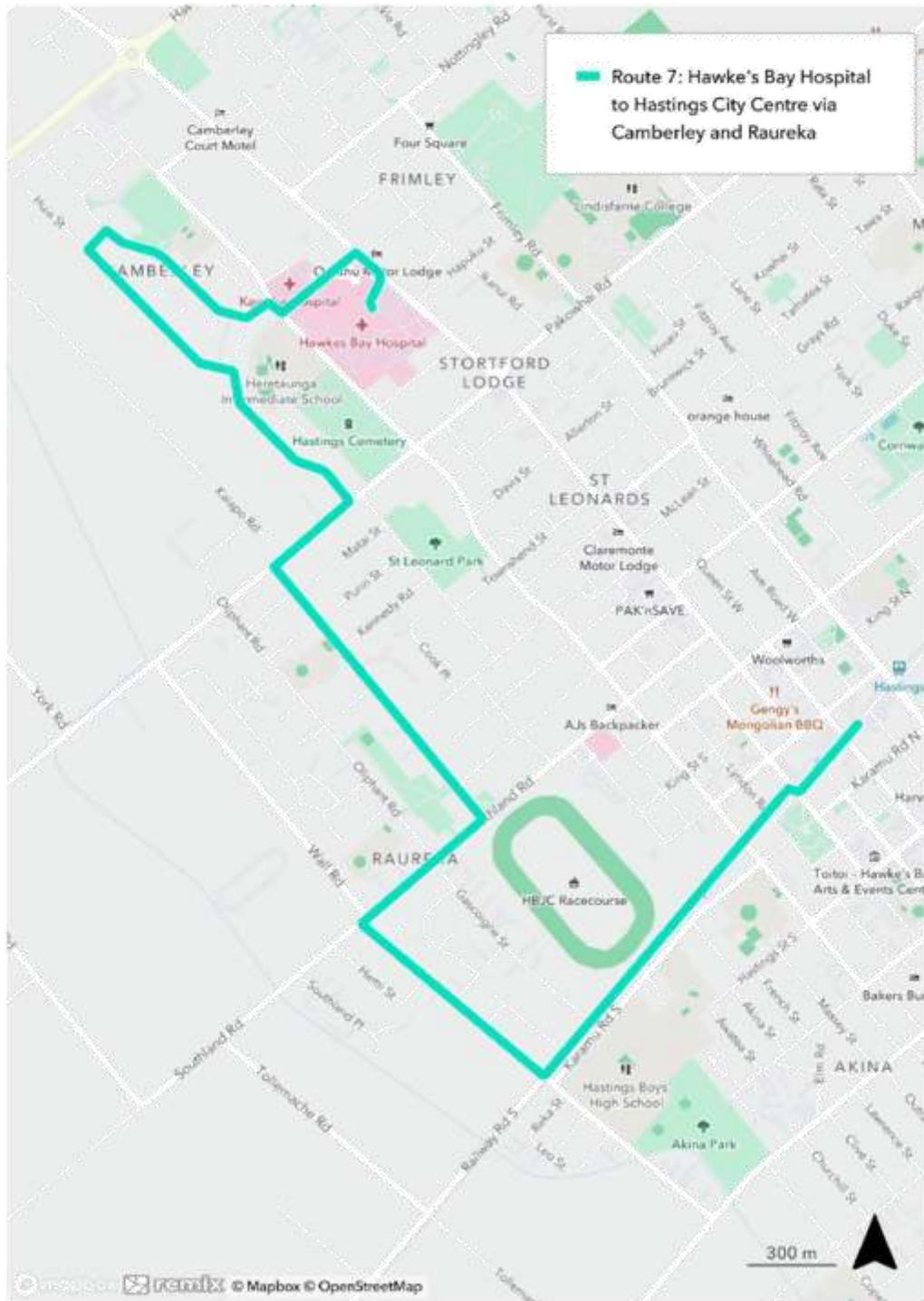


Figure 13: Planned Route 7 map

### Route 8: Hastings to Napier via Whakatu, Clive, and Te Awa

#### Planned Route Description

- Modification of the current Route 11, from a peak express service to an all-day service.
- This route will not serve Havelock North, as does Route 11, but frequency and connectivity to Havelock North will be increased significantly by being connected to the Route 1 trunk service.
- Unlike Route 11, this route will serve Whakatu, along with Waipatu, and Karamu.
- Shown in **Figure 14** below.
- This route may change slightly following targeted community engagement and consultation. Any route changes will be updated in this Plan once confirmed.

#### Frequency and Span

##### Short term

- Every 60 minutes between 6am – 6pm, 7 days a week, subject to funding.

##### Long term:

- Every 60-minutes between 6am-9pm, 7 days a week.

D  
R  
A  
F  
T

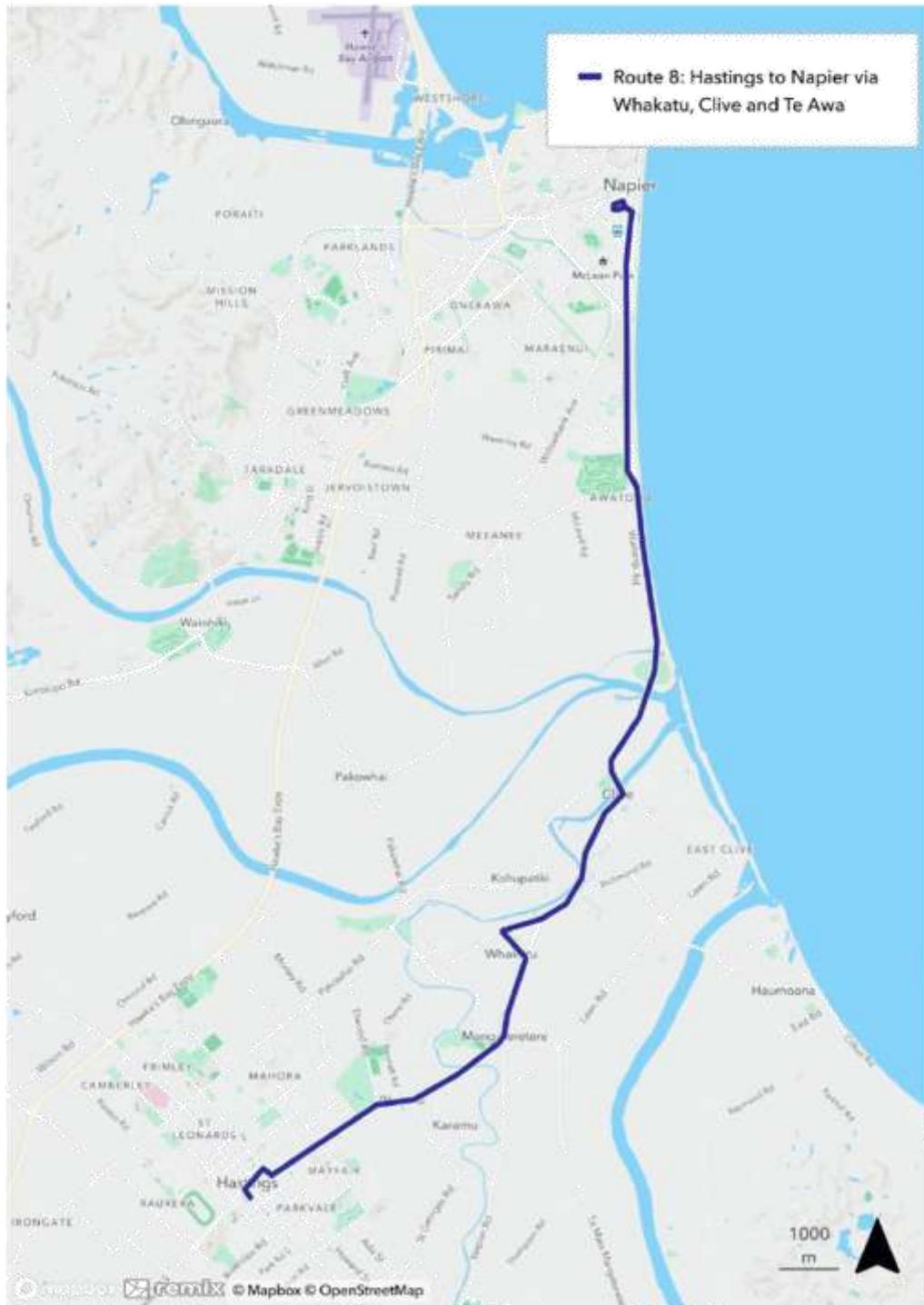


Figure 14: Planned Route 8 map

D  
R  
A  
F  
T**Route 9: Central Hawke's Bay Peak Express trial****Planned Route Description**

- Subject to available funding, a new limited-stop service targeting commuters from Central Hawke's Bay to Hastings. From there, people can easily transfer to the Route 1 trunk route and other routes with minimal wait time.
- Proposed stops at:
  - Waipukurau outside the Visitor Information Centre
  - Waipawa on High Street Northbound and using the existing off-street stop southbound
  - Ōtāne stopping outside the Town Hall and using the Higginson, Miller, Ross Street triangle to turn the bus around to head back to the state highway.
- The trial service is subject to funding. The design of the route, including stops and frequency, along with fare products, will be discussed with the CHB community during the planning phases.
- Route map shown in **Figure 15** below.

**Frequency and Span**

- Two AM peak services to Hastings, two PM peak services to Central Hawke's Bay, weekdays only.

D  
R  
A  
F  
T

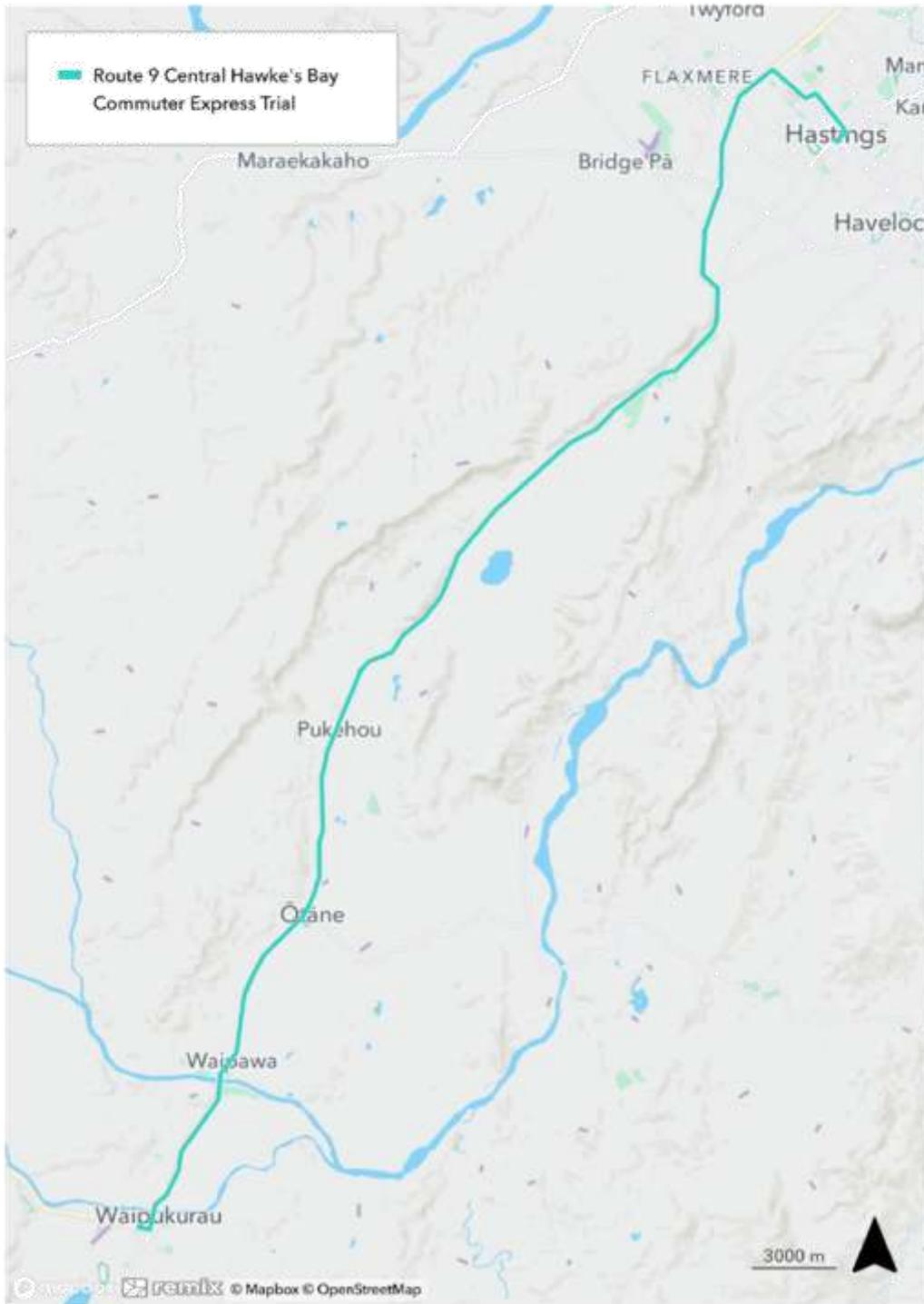


Figure 15: Route 9 Proposed CHB Commuter Express Trial map

D  
R  
A  
F  
T

## Appendix B Description of services integral to the Hawke's Bay public transport network and unit delineation

### Current 2025 Network services and unit delineation

Service	Route	Approximate frequency	Unit Description
10 Express	Between Napier and Hastings	Peak time weekday service, 2 in the morning and 1 in the late afternoon between Napier and Hastings. Two in the late afternoon between Hastings and Napier	Napier Hastings Unit Commenced 1 July 2016
11 Express	Between Havelock North and Napier, via Hastings and Clive	Peak time weekday service, 4 in the morning and 4 in the late afternoon	Napier Hastings Unit Commenced 1 July 2016
12N	Napier to Hastings via Taradale, EIT, Hawke's Bay Hospital and Bay Plaza	Every 20 minutes in peak time and 30 minutes in off-peak times, 6.30am to 6.30pm weekdays Every hour on Saturdays/Public Holidays between 8am and 6.30pm Every 2 hours on Sundays/Public Holidays between 9am and 5.40pm	Napier Hastings Unit Commenced 1 July 2016
12H	Hastings to Napier, via Bay Plaza, Hawke's Bay Hospital, EIT and Taradale	Every 20 minutes in peak times and 30 minutes in off-peak times, 6.30am to 6.30pm Every hour on Saturdays/Public Holidays between 8am and 6.30pm Every hour on Sundays/Public Holidays between 8am and 4.55pm	Napier Hastings Unit Commenced 1 July 2016

D  
R  
A  
F  
T

Service	Route	Approximate frequency	Unit Description
13	Napier-Maraenui-Onekawa-Napier	Every hour between 7am and 6pm, weekdays Approximately every 1¼ hours on Saturdays/Public Holidays, between 8am and 5.20pm	Napier Hastings Unit Commenced 1 July 2016
14	Napier-Maraenui-Onekawa-Napier	Every 40 minutes in peak times and hourly in off-peak times, between 6.50am and 5.55pm, weekdays Every 1¼ hours, between 9am and 4.25pm on Saturdays/Public Holidays	Napier Hastings Unit Commenced 1 July 2016
15	Napier-Ahuriri-Westshore-Bay View, Westshore, Ahuriri-Napier	Every hour between 6.45am and 6.20pm, weekdays (5 trips per day to Bay View) Every two hours between 10am and 2pm on Saturdays/Public Holidays	Napier Hastings Unit Commenced 1 July 2016
16A	Hastings-Camberley-Raureka Hastings	Every hour between 7.25am and 5.15pm, weekdays	Napier Hastings Unit Commenced 1 July 2016 Currently replaced by MyWay
16B	Hastings-Mahora-Hastings	Every 2 hours between 8am and 5.15pm, weekdays	Napier Hastings Unit Commenced 1 July 2016 Currently replaced by MyWay
17	Hastings-Parkvale-Akina-Hastings	Approximately every hour between 7.30am and 5.15pm, weekdays	Napier Hastings Unit Commenced 1 July 2016 Currently replaced by MyWay

D  
R  
A  
F  
T

Service	Route	Approximate frequency	Unit Description
20	Hastings-Flaxmere-Hastings	Every 30 minutes in peak times and hourly in off-peak times between 6am and 6.05pm, weekdays Every 1-2 hours between 8am and 5.50pm on Saturdays/Public Holidays. Three trips on Sundays	Napier Hastings Unit Commenced 1 July 2016
21	Hastings-Havelock North-Hastings	Every 30 minutes in peak times and hourly in off-peak times between 6am and 6.05pm, weekdays Every 2 hours between 9am and 4.50pm on Saturday/Public Holidays. Three trips on Sundays	Napier Hastings Unit Commenced 1 July 2016

Future public bus network

D  
R  
A  
F  
T

**What's changed?**  
 We've set out the proposed short-term levels of service along with our aspirational long-term levels of service for each route.  
 We also identify the routes that will almost certainly change following targeted community engagement.

The future network is set out [below following](#). The short-term frequency sets out the levels of service we will be able to provide when we move to the bi-directional network. These will likely be the same or similar levels of service we have today. Long term frequency sets out the step change aspiration in levels of service. These will be realised when there are suitable levels of available funding.

Unit: Napier / Hastings unit

Service	Route	Short term frequency	Long term Frequency	Unit Description
1	Between Napier, Hastings & Havelock North	<ul style="list-style-type: none"> <li>Every 20 minutes in peak time and 30 minutes in off-peak times, 6.30am to 6.30pm weekdays</li> <li>Every hour on Saturdays/Public Holidays between 8am and 6.30pm</li> <li>Every 2 hours on Sundays/Public Holidays between 9am and 5.40pm</li> </ul>	<ul style="list-style-type: none"> <li>Every 15 minutes 7am-7pm, 7 days a week</li> <li>Every 30-minute frequency between 6am-7am and 7pm-9pm, 7 days a week</li> </ul>	Napier Hastings Unit – commencement date TBC
2	EIT to Napier via Tamatea	<ul style="list-style-type: none"> <li>Every hour between 7am and 6pm, weekdays</li> <li>Approximately every 1¼ hours on Saturdays/Public Holidays, between 8am and 5.20pm</li> </ul>	<ul style="list-style-type: none"> <li>Every 20 minutes 7am-7pm, 7 days a week</li> <li>Every 30-minutes between 6am-7am and 7pm-9pm, 7 days a week</li> </ul>	Napier Hastings Unit – commencement date TBC

D  
R  
A  
F  
T

Service	Route	Short term frequency	Long term Frequency	Unit Description
3	Tamatea to Napier via Maraenui	<ul style="list-style-type: none"> <li>Every 40 minutes in peak times and hourly in off-peak times, between 6.50am and 5.55pm, weekdays Every 1½ hours, between 9am and 4.25pm on Saturdays/Public Holidays</li> </ul>	<ul style="list-style-type: none"> <li>Every 20 minutes 7am-7pm, 7 days a week</li> <li>Every 30-minute between 6am-7am and 7pm-9pm, 7 days a week</li> </ul>	Napier Hastings Unit – commencement date TBC
4	Flaxmere to Akina via Hastings	<ul style="list-style-type: none"> <li>Every 30 minutes in peak times and hourly off-peak times between 6am and 6.05pm, weekdays Every 1-2 hours between 8am and 5.50pm on Saturdays/Public Holidays. Three trips on Sundays</li> </ul>	<ul style="list-style-type: none"> <li>Every 20 minutes 7am-7pm, 7 days a week</li> <li>Every 30-minute frequency between 6am-7am and 7pm-9pm, 7 days a week</li> </ul>	Napier Hastings Unit – commencement date TBC
5	Flaxmere to Karamu via Hastings	<ul style="list-style-type: none"> <li>To be developed and confirmed following community and provider engagement, and suitable levels of funding</li> </ul>	<ul style="list-style-type: none"> <li>Every 20 minutes 7am-7pm, 7 days a week</li> <li>Every 30-minute frequency between 6am-7am and 7pm-9pm, 7 days a week</li> </ul>	Napier Hastings Unit – commencement date TBC
6	Napier to Hawke's Bay Airport via Bluff Hill and Ahuriri	<ul style="list-style-type: none"> <li>Every hour between 6.45am and 6.20pm, weekdays (5 trips per day to Bay View Every two hours between 10am and 2pm on Saturdays/Public Holidays</li> </ul>	<ul style="list-style-type: none"> <li>Every 60 minutes 6am-9pm, 7 days a week</li> </ul>	Napier Hastings Unit – commencement date TBC

D  
R  
A  
F  
T

Service	Route	Short term frequency	Long term Frequency	Unit Description
7	Hastings to Hospital via Raureka and Camberly	<ul style="list-style-type: none"> <li>Every hour between 7.25am and 5.15pm, weekdays</li> </ul>	<ul style="list-style-type: none"> <li>Every 60 minutes 6am-9pm, 7 days a week</li> </ul>	Napier Hastings Unit – commencement date TBC
8	Hastings to Napier via Mahora, , Karamu, Waipatu, Whakatu, Clive and Te Awa	<ul style="list-style-type: none"> <li>Peak time weekday service, 4 in the morning and 4 in the late afternoon</li> </ul>	<ul style="list-style-type: none"> <li>Every 60 minutes 6am-9pm, 7 days a week</li> </ul>	Napier Hastings Unit – commencement date TBC
9	Waipukurau to Hastings City Centre via		2 AM peak services to Hastings, 2 PM peak services to Central Hawke's Bay, weekdays only	Napier Hastings Unit – commencement date TBC

**Total Mobility**

The Total Mobility Scheme caters for those people with permanent disabilities who are unable to use buses or other forms of transport. HBRC intends to continue to operate the scheme in:

- Napier (24 hours a day, 7 days a week, Napier city and suburbs, and between Napier and Hastings)
- Hastings (24 hours a day, 7 days a week, Hastings city and suburbs, and between Hastings and Napier)
- Central Hawke's Bay (14 hours a day, 6 days a week)

The above operating hours are generally indicative. It is likely that operating hours may vary depending on the capacity and usual operating hours of each operator.

**Exempt services**

The LTMA requires all exempt services in a region to be registered before operation. The LTMA sets out the meaning of an exempt service as:

- a) it operates in a region that is required to have a regional public transport plan, but-
  - i) when it started operating, it was not identified in that plan as integral to the public transport network in that region; and
  - ii) it operates in a region that is not required to have a regional public transport plan
- b) it operates in a region that is not required to have a regional public transport plan
- c) it operates inter-regionally between 2 or more regions, at least 1 of which is required to have a regional public transport plan, but –
  - iii) when it started operating, it as not identified in any plans as integral to the public transport network in any of those regions; and
  - iv) it operates without a subsidy for its provision
- d) it operates inter-regionally between 2 or more regions that are not required to have regional public transport plans
- e) Is specified as an exempt service by regulations made under s150 of the LTMA.

Exempt services are not included in this Plan. Potential operators of exempt services should contact HBRC for details or refer to Section 133 of the Land Transport Management Act 2003 for details of registration requirements. Registration is free but must be completed at least fifteen working days before the commencement of the service.

In Hawke's Bay there are some exempt services that operate without any financial support from HBRC. As these services operate independently and are commercial enterprises, operators are able to set fares, timetables and routes as they see appropriate. HBRC's general approach is that there is no need to intervene in the provision of an exempt public transport service.

The LTMA does however enable regional councils to require information from operators of commercial units, where these are included in the Plan for public transport planning, contracting, and monitoring purposes. If HBRC considers that a contracted commercial public transport unit does not meet the needs of the community, HBRC and the operator will review the service. Following the review, if improvements cannot be made commercially, HBRC may choose to intervene by

- a) developing a unit and providing a concessionary fare scheme or
- b) offering improved services by way of competitive tender and securing a contracted operator. There are currently no contracted commercial units in Hawke's Bay.

There are currently no contracted commercial units in Hawke's Bay.

## Appendix C Legislative requirements



### What's changed?

We've reviewed and updated our compliance against legislative requirements following the 2023 amendments to the LTMA introducing the RPTP.

The Land Transport Management Act 2003 (LTMA) requires a council to consider certain matters when preparing its plan. Section 124 requires councils to:

- a) Be satisfied that the plan
  - i) Contributes to the purpose of the LTMA
  - ii) Has been prepared in accordance with any relevant guidelines that the Agency has issued
  - iii) Is, if it includes a matter that is not within the scope of the RLTP, otherwise consistent with that plan.
- b) Be satisfied that it has applied the principles specified within Section 115(1).
- c) Take into account
  - i) Any national energy efficiency and conservation strategy
  - ii) Any relevant regional policy statement, regional plan, district plan or proposed regional plan or district plan prepared under the RMA
  - iii) The transport component of any plan or strategy that has been developed and publicly consulted on by – a territorial authority in the region, or the Regional Council if it has transferred its public transport responsibilities to a territorial authority under section 17 of the RMA
  - iv) The public transport funding likely to be available within the region
  - v) The need to obtain the best value for money
  - vi) The views of Territorial Authorities in the region
  - vii) The views of public transport operators in the region
  - viii) the views of the public transport workforce and its representative unions under Part 4 of the Employment Relations Act 2000.
- d) Consider the needs of persons who are transport disadvantaged.

D  
R  
A  
F  
T

HBRC is satisfied that this draft Plan contributes to the LTMA.

LTMA requirement	Contribution of this plan
<p>Contributes to the purpose of the LTMA which is to contribute to an effective, efficient, and safe land transport system in the public interest.</p>	<p>The draft Plan sets out policies that will improve access and mobility, efficiently use existing capacity and resources, and encourage use of the Hawke’s Bay public transport network. Safety is improved through high vehicle standards. Increased public transport use reduces the personal risk of car crashes.</p>
<p>Has been prepared in accordance with any relevant guidelines that the Agency has issued.</p>	<p>NZTA’s 2024 Development guidelines for Regional Public Transport Plans have been followed when preparing this plan.</p>
<p>Is, if it includes a matter that is not within the scope of the RLTP, otherwise consistent with that plan</p>	<p>Matters considered within this draft Plan are within the scope of the Regional Land Transport Plan.</p>
<p>Be satisfied that it has applied the principles specified within section 115 (1), namely</p> <ul style="list-style-type: none"> <li>a) well used public transport services reduce the environmental and health impacts of land transport, including by reducing reliance on single-occupant vehicles and using zero-emission technology</li> <li>b) public transport services support a mode shift from private motor vehicle use and equitable access to places, facilities, services, and social and economic opportunities if they are co-ordinated, integrated, reliable, frequent, accessible, affordable, and safe</li> <li>c) fair and equitable employment or engagement of people in the public transport workforce should ensure that there is a sufficiently robust labour market to sustain and expand public transport services</li> <li>d) regional councils, territorial authorities, and public transport operators should work together to co-ordinate public transport services, the provision of infrastructure, and land use as necessary –             <ul style="list-style-type: none"> <li>i) To meet the needs of passengers</li> <li>ii) to encourage more people to use the services</li> </ul> </li> <li>e) public transport services should be provided in a way that assists –             <ul style="list-style-type: none"> <li>i) Public transport investment to be efficient</li> <li>ii) Public transport investment to give value for money</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>a) The strategic response and business case response sections set out how the public transport networks will enable greater use and transport choice, minimising reliance on single occupancy vehicles. Policy 16 also highlights rolling stock procurement must be RUB compliant.</li> <li>b) The planned new network represents a viable transport alternative for a range of uses, encouraging mode shift. Routes have been planned to intersect and interact at key locations, with all major regional destinations served, including key employment nodes.</li> <li>c) Fair and equitable employment and engagement of people in the public transport workforce will be a consideration in the tendering and procurement of the new services contract</li> <li>d) Section 2.3 sets out how HBRC will work closely with territorial authorities and other delivery partners to ensure the co-ordinated development and delivery of infrastructure and land use, driving uptake of the services and meeting the needs of passengers.</li> <li>e) Planned public transport service improvements and the new network maximise the available network, ensuring services are efficient, effective, and reliable driving investment efficiency. The planned public transport services deliver maximum value for money by offering a genuine transport alternative, and driving innovation, with the intent of increasing patronage. Therefore, the overall public investment will be offset by increases in third party revenues.</li> </ul>

D  
R  
A  
F  
T

LTMA requirement	Contribution of this plan
<p><b>Take into account</b></p> <ul style="list-style-type: none"> <li>i) Any national energy efficiency and conservation strategy; and</li> <li>ii) Any relevant regional policy statement, regional plan, district plan or proposed regional plan or district plan prepared under the RMA</li> <li>iii) The transport component of any plan or strategy that has been developed and publicly consulted on by – a territorial authority in the region, or the Regional Council if it has transferred its responsibilities to a territorial authority under section 17 of the RMA.</li> <li>iv) The public transport funding likely to be available within the region</li> <li>v) The need to obtain the best value for money.</li> <li>vi) The views of Territorial Authorities in the region</li> <li>vii) The views of public transport operators in the region</li> <li>viii) The views of the public transport workforce and its representative unions under part 4 of the Employment Relations Act 2000</li> </ul>	<ul style="list-style-type: none"> <li>i) One of the priority focus area of the New Zealand second emissions reduction plan (EPR) 2026 - 2030 is efficient, low emissions transport. The ERP reconfirms support for zero emissions buses. Provision of efficient commuter bus services will contribute to this priority and any future new rolling stock in Hawke's Bay will be zero emissions.</li> <li>ii) These plans are supportive of the integration of public transport network planning and land use planning. The planning of commuter bus routes and neighbourhood access routes takes land use into consideration and is consistent with existing Plans across the region.</li> <li>iii) Transport planning in Hawke's Bay is integrated across all Councils, with HBRC being the only entity that plans, procures, and runs public transport services at this time.</li> <li>iv) The services listed in this plan take available funding into account and levels of service will be delivered accordingly. Proposed future developments will be evaluated in terms of affordability and available funding when investigated.</li> <li>v) Policies in Section 4 of the Plan set out how HBRC will procure its services to encourage competition and achieve value for money. The Third-Party Revenue policies and targets set out how HBRC will drive increased value for money within the scope of services.</li> <li>vi) All Territorial Authorities in the region are invited to provide their views on a range of matters during the public consultation on this plan. HBRC officers worked closely with Territorial Authority officers in the development of this Plan, its contingent parts, and the impacts on their network and communities.</li> <li>vii) All public transport operators in Hawke's Bay and neighbouring regions were invited to provide their views on a range of matters during the development of the draft Plan.</li> <li>viii) All members of the public transport workforce and their union representatives have the ability to provide their feedback on a range of matters contained within this plan during the public consultation period.</li> </ul>
<p>Consider the needs of persons who are transport disadvantaged</p>	<p>Section 3 of the draft Plan sets out how the needs of the transport disadvantaged have been considered.</p>

## Appendix D Significance policy



### *What's changed?*

*We have reviewed and strengthened our significance policy. It now enables HBRC to undertake detailed and targeted engagement and consultation with communities and key stakeholders, making localised changes, provided there is no significant impact on operating budgets.*

*This means we drive value for money by reducing the depth and breadth of consultation, focusing on localised challenges and solutions.*

### **Significance Policy**

This policy sets out how to determine the significance of variations to this Plan, in accordance with the requirements of Section 120(4) of the Land Transport Management Act.

### **Application**

This Plan can be varied at any time. However, public consultation as set out in Sections 125(1) and 125(2) will be required if the variation is found to be significant under this policy.

The approach to consultation will reflect the level of significance of any proposed variation. Consideration will be given to the costs and benefits of any consultative process or procedure, and the extent to which any significant and recent consultation has already taken place.

However, HBRC may undertake targeted engagement and consultation on matters or proposed changes affecting specific communities, user groups, and stakeholders, even if the significance threshold outlined in this policy is not invoked. Targeted engagements and consultation will be assessed on a case-by-case basis and may result in network enhancements and changes without broad public consultation, provided those changes do not materially impact the overall network.

### **General determination of significance**

The significance of variations to this Plan will be determined on a case-by-case basis. When determining the significance of a variation, consideration must be given to the extent to which the variation:

- Signals a material and significant change to the planned level of investment in the public transport network.
- Materially affects the consistency of this Plan with the RLTP or any of HBRCs' long-term plans.
- Significantly impacts a large number of residents of two or more suburbs along a route. (Variations with a moderate impact on a large number of residents will be considered case by case. Variations with a major impact on a small number of residents will have greater significance than those with a minor impact and may result in targeted engagement and consultation to refine the variation).
- Includes potentially significant changes to two or more routes in their entirety, to be assessed on a case-by-case basis.
- Requires broad public buy in and / or support due to significant change in the overall structure of the network, unless the change has been previously consulted on.
- Signals a wholesale change to the network, unless the change has been previously consulted on.
- Affects the integrity of this Plan, including its overall affordability.

D  
R  
A  
F  
T**Significant and non-significant matters****Matters that will always be considered 'significant' are:**

- Any variation that amends this policy on significance; and
- Any variation that introduces a new public transport unit
- Any variation that increases the cost of the provision of public transport services by more than 10% in one financial year, with the impact resulting in increased Local Share, unless the variation has been pre-planned, previously consulted on. By way of example, increases in frequency and operating hours, or the establishment of a Trial service, provided it is included in the relevant and adopted Plan will not be considered significant in this context.
- Any major reorganisation of Units

**Matters that will always be considered 'not significant' are:**

- Minor editorial and typographical amendments to this Plan; and
- Changes to fare levels in accordance with current NZTA policy, this plan and its policies and funding levels
- Matters that will usually be considered 'not significant' are:
  - A matter that has already been consulted on.
  - Minor changes to the description of services following a service review, e.g. changes to the route, frequency and hours of a service that may include a reduction in service levels on a route or routes, but which result in the same, or better, overall level of service across the network.
  - Changes to the description of services or grouping of services as a result of an area wide service review, provided that there is no significant increase in cost.
  - Any variation that alters the cost of the provision of public transport services in one financial year by less than 10%.
  - Any unavoidable operational cost inflations or indexation that must necessarily be met to ensure the continued operation of services.
  - Changes to services, frequency, or routes resulting from targeted and specific community engagement, provided there is no significant increase in cost.

**Targeted consultation on non-significant variations**

Where HBRC determines that a proposed variation is not significant in the context of the wider network, HBRC may still undertake targeted engagement and consultation as follows:

- Consultation for minor changes in the delivery of public transport services
- Minor changes in service delivery that are required to improve efficiency, such as the addition or deletion of trips and route changes that have only a local impact.
- Implementation of new or improved supporting infrastructure in collaboration with the relevant Territorial Authority.
- Engagement with communities, user groups, and key stakeholders to gain insights into travel patterns, trends, challenges, and opportunities that may be used to inform or shape service delivery.
- Where there is planned / intended reduction of service levels on a given route (hours or frequency)

In these cases, engagement and consultation will generally be undertaken at a local level with the operator/s involved, the relevant territorial authority and passengers who use the services.

**Other non-significant variations**

Any proposals for changes that affect only a sector of the community or the industry (e.g. a change in Total Mobility provision, or a change to specific vehicle quality standards) will be worked through with those most likely to be affected by the proposed change.

## Appendix E Private share revenue, Farebox recovery monitoring, and Fare Setting Policy



### What's changed?

Following government policy changes, we have developed a private share revenue policy. This encompasses and builds on our farebox recovery, monitoring and setting policy. It sets out our private share targets and approach to fare level reviews and fare setting process.

This means we drive value for money by reducing the depth and breadth of consultation, focusing on localised challenges and solutions.

### 1. Purpose

The following suite of policies combine to set out the overall **third-party funding policy** for Hawke's Bay public transport operations. Collectively, they recognise the contribution of third-party revenue towards the operational cost of providing public transport in the region.

Third Party revenue includes fares paid by passengers, advertising sold on the outside and inside of buses, indirect government funding for concession fares such as Super Cold card travel, and any other third-party contributions such as subsidised bus tickets for employees.

Third party funding comprises however, in the whole, the fares charged to passengers.

The following describes the key objectives of the fare recovery policy, which has a primary purpose of ensuring that the public transport system is financially sustainable and drives value for money, while remaining accessible and equitable for users.

### 2. Key Objectives of the Fare Recovery Policy

#### 2.1. Financial Sustainability:

- Helps determine what proportion of operational costs should be covered by fare revenues versus government funding (from the regional council and central government).
- Reduces reliance on public funds, enabling reinvestment in infrastructure, service improvements, or other initiatives.
- Reflects central government third party funding targets as a percentage of operating revenue
- Helps to identify and build alternative revenue streams, helping to offset operational costs

#### 2.2. Equity and Affordability:

- Ensures that fares are set at a level that maintains access for various user groups, especially the Transport Disadvantaged.
- Balances fare levels with government funding to prevent pricing out low-income users.

#### 2.3. Service Efficiency and Optimisation:

- Encourages operational efficiency by assessing the relationship between costs and revenues.
- Informs decisions on route optimisation, service frequency, and capacity planning.
- Offers potential for service improvements, should suitable additional funding become available.

#### 2.4. Accountability and Transparency:

- Provides clear benchmarks for fare setting and adjustments, ensuring decisions are data-driven and transparent to stakeholders and the public.

D  
R  
A  
F  
T

- Communicates the cost-sharing responsibility between users and funders.

#### 2.5. Encouraging Public Transport Use:

- Supports policies that make public transport a viable alternative to private vehicle use by keeping fares competitive.
- Helps achieve broader social and environmental goals including reducing traffic congestion and carbon emissions.

#### 2.6. Policy Alignment:

- Integrates with regional and national transport objectives, such as accessibility, mode shift targets, and emission reduction strategies.

### 3. Calculating private share revenue

- 3.1. Private share revenue will be used to offset the total operational costs of running the public bus service, thereby reducing the overall level of public subsidy required. Given the nature of having various revenue streams, it is logical to expect total third-party revenue to fluctuate in any given year, while steadily increasing over time.
- 3.2. The calculation for private share revenue will include fares, bus advertising, concessions, new / innovative fare products or service. For simplicity, any revenue that does not come from a direct public subsidy via NLTF or rates funding will be included in the private share revenue calculation.

### 4. Private share targets

- 4.1. From December 2024 public transport authorities are required to collaboratively develop and set private share targets with NZTA. The core intent of these targets is to drive operational efficiency and value for money by incrementally increasing third party revenues, thereby decreasing service reliance on public subsidies.

Below are the private share targets for Hawke's Bay

Year	Private share target
2025 / 2026	11.5%
2026 / 2027	13.1%

### 5. Farebox recovery and Fare setting

The changes to national funding policy in mid-2018 mean HBRC are no longer required to set a regional target for farebox recovery. However, monitoring of farebox recovery rates using the methodology and reporting process specified by Waka Kotahi is still required.

For clarity, this Policy deals with how the fare recovery rate is quantified, at how the fare review and setting process occurs. It forms a part of the overall Third-Party Revenue policies.

#### Service included in the calculation

The public transport services to be included in the calculation of the fare recovery are all HBRC contracted and co-funded services operating in the region. Long-distance (e.g., inter-city services) services, privately funded school services, Ministry of Education funded school services; tourist and charter services are not

included. For clarity, this calculation applies only to fares paid and does not include any other forms of revenue.

DRAFT

**The Farebox recovery rate**

HBRC monitors the farebox recovery of the system as a whole rather than measuring individual routes or trips. Individual routes or services, particularly those designed to primarily play a coverage role, are not necessarily expected to achieve the target set out in this policy.

Figure 12 below shows the actual farebox recovery level for the latest full financial year (1 July 2023 to 30 June 2041). The graph also identifies major events over recent years that have impacted patronage. All figures have been calculated using the NZTA farebox recovery formula.



Figure 16: Farebox recovery rates by year

**Method of calculation**

The formula used to calculate farebox recovery is prescribed by NZTA and is set out in detail on its website. In essence the formula is total fare revenue divided by total costs.

**Fare - setting**

An annual fare level review will be undertaken before the conclusion of each financial year. This review will take into consideration both the farebox recovery levels and the overall third-party revenue levels but may also include any other factors HBRC considers relevant. As a general principle, fare levels should remain balanced between being competitive with the price of private car travel to encourage patronage growth, particularly for commuting and being deemed affordable within the context of costs of living. Ultimately, fare levels will need to be balanced with ensuring that passengers contribute sufficiently to the cost of operating the service.

The review will also address the level of discounts and concessions within the existing fare structure, along with investigating potential new / innovative fare products.

D  
R  
A  
F  
T**Cash payment for fares**

The implementation of the National Ticketing System (NTS) will enable a greater choice of payment methods for users across a range of platforms (e.g. debit / credit card, Motu Move, cash). The NTS will unlock the ability for more users and more trips across the network. As part of the transition to NTS, the role of cash in the future public transport system will be considered. In determining the role of cash fares, HBRC and the service provider will consider the impacts on health and safety (both for drivers and passengers), the impacts on the transport disadvantaged, and other wider implications around accessing the services.

**Fare structure review**

The fare structure on the HBRC network is currently a flat fare structure with it being \$2 for one zone and \$3 for two zones with a BeeCard (last reviewed 1 May 2024).

HBRC will review fare structures at least every six years, if not sooner. The fare structure review will address all aspects of the fare system, including:

- the appropriateness of zones as the base for the system, and
- the availability of (and discount to be applied to) concession fares
- the availability of discounts for bulk purchases of fares using BeeCard or other smartcards / integrated ticketing systems.

## Appendix F Hawke's Bay Regional Council Bus Advertising Policy



### *What's changed?*

*This is a new policy setting out the HBRC's approach to bus advertising. HBRC will be bringing bus advertising in-house.*

*The policy identifies both advertising opportunities and prohibited activities.*

### 1. Purpose

The purpose of this policy is to outline the conditions under which advertising space on buses operated by Hawke's Bay Regional Council may be sold. The policy is designed to ensure that bus advertising aligns with the Council's values while generating revenue to support public transport services as part of the third-party revenue streams.

### 2. Advertising Opportunities

The Council offers the following advertising opportunities on its buses:

- **Rear of the Bus:** Advertising will predominantly be placed on the rear of the bus, as this location offers high visibility and minimises distraction to passengers and drivers.
- **Sides of the Bus:** Advertising on the sides of buses will be permitted on occasion, at the discretion of the Council. This will be considered for campaigns of significant size or importance.
- **Full Bus Wraps:** In exceptional circumstances, full bus wraps (covering the exterior of the bus, excluding windows where it could hinder safe sightlines) may be allowed. Such requests will be assessed on a case-by-case basis.
- **Inside the bus:** on surfaces, including any video & audio display, as long as the advertisement or the medium does not interfere with the operation of the vehicle not the quiet enjoyment of travel by passengers of the driver.

### 3. Prohibited Advertising

The following types of advertising are not permitted on or in any Hawke's Bay Regional Council buses:

- **Alcohol, Tobacco or Vaping Advertising:** The Council will not accept any advertisements promoting the sale or consumption of alcoholic beverages, the consumption of tobacco or related products, or use of vaping products.
- **Political Advertising Related to the Council:** While political advertising is generally allowed, advertisements for political candidates or causes directly associated with the Hawke's Bay Regional Council, including from or by current councillors or council officers, or individuals seeking election to the Regional Council, are prohibited.

### 4. General Conditions

- All advertisements must comply with relevant national laws and standards, including those relating to decency, public safety, electoral rules and the protection of vulnerable groups.
- Advertisements should not contain offensive, discriminatory, or misleading content.
- The Council reserves the right to review and approve all advertising content before it is placed on its buses.

D  
R  
A  
F  
T

**5. Exceptions and Discretion**

In cases where proposed advertising falls outside the typical scope of this policy, exceptions may be considered by the Council on a case-by-case basis, provided the content aligns with the Council’s values and does not contravene the prohibited advertising categories.

**6. Review**

This policy will be reviewed periodically to ensure it remains aligned with the Council’s strategic objectives and public expectations.

## Executive summary: MyWay (On-Demand) Transport Trial

### Viability Assessment, Future Direction & Napier options

#### Overview

At the 15 March 2024 Regional Transport Committee meeting a MyWay trial review was presented to the Regional Transport Committee. This executive summary encapsulates the key points from last year's review and presents valuable contextual information on the probable (modelled) costs of implementing the MyWay service in Napier. The costing contrasts MyWay with a fixed route service.

The March 2024 paper recommended the Hastings MyWay trial be concluded.

#### Background

The Hastings-based MyWay on-demand public transport (ODPT) trial was launched in July 2022 to explore and potentially validate a more flexible and user-focused alternative to underperforming fixed-route services. The services that MyWay was replacing were some of the routes within the Hastings urban area, being routes 16A, 16B and 17. At this juncture, it is important to note that the trial replaced the fixed route services, and was not in addition to them. While it achieved modest success in customer satisfaction and accessibility, measured through user survey results, the trial results highlight significant challenges to long-term viability and scalability, especially when measured against strategic goals and financial sustainability.

#### Key Findings from the MyWay Trial

##### Service performance

##### 1. Performance below targets

- 1.1. Patronage increased by 50% over the fixed route services the trial replaced, but fell short of the 70% target set at the commencement of the trial.
- 1.2. Overall fare revenue grew by 140% during the trial period versus the fare revenue of the replaced fixed route services, but this was well below the 298% target set at the commencement of the trial.
- 1.3. The subsidy rate per trip increased by 73%, far exceeding the 10% target set at the commencement of the trial. This indicates poor value for ratepayer money.
- 1.4. Annual operating costs were 159% higher than the fixed routes services the trial replaced.

##### 2. Cost and Sustainability Concerns

- 2.1. The ODPT model is significantly more expensive to operate, driven by high per-trip subsidies, limited scalability, and only partial utilisation (average of 2.5 passengers per trip).
- 2.2. Inflationary pressure and system inefficiencies pushed operational costs well beyond initial budgets, despite a capped service capacity of 3 vans.
- 2.3. Administration costs, including booking and enquiry calls to the council's customer service team were also burdensome, adding to an already stretched internal capacity, and in some instance unwanted abusive calls were received.

### 3. Equity and Accessibility Issues

- 3.1. Vulnerable populations, including low-income households and the elderly, were disadvantaged due to:
  - 3.1.1. Reliance on smart phones (booking through app) or phone booking systems, which many lacked access to.
  - 3.1.2. The \$2 fare (*that was increased to \$3 in May 2024*) was costlier than the previous fixed route fare (and remains so even with the two most recent fare increases), and there were fewer available concessions (SuperGold only).
  - 3.1.3. Only one wheelchair-accessible vehicle was available, limiting accessibility. This vehicle also had a degree of unreliability outside normal expectations.
- 3.2. Users faced mobility, safety, and shelter concerns due to the virtual stop locations (typically within 200m of drop off or pick up area) that did not necessarily have any supporting infrastructure or safety enhancements.

### 4. Network Integration Challenges

- 4.1. MyWay was not effectively integrated into the wider PT network:
  - 4.1.1. Uncertain ride timing and lack of fixed schedules made it largely unreliable and unsuitable for transfers.
  - 4.1.2. Very limited bike racks (only one van) hindered multi-modal use.
  - 4.1.3. The service did not enhance mode choice, as it merely replaced fixed routes, simply presenting a different option for the same need.

### 5. Environmental Considerations

- 5.1. Diesel vans and low passenger aggregation (avg. 2.5 per trip) meant emissions reduction was limited.
- 5.2. Total distance travelled was high (141,000+ km/year), with modest mode shift benefits. 40% of those km travelled being with no riders on board.

### Community Feedback and Demand

While community engagement and satisfaction were strong—70% preferred MyWay over fixed routes—the model failed to meet core performance and equity standards required for permanent adoption. Even with over 3,900 accounts created and 1,245 active riders, the trial served a small share of the regional population at a disproportionately high cost.

### 6. Strategic Rationale for Moving to Fixed Routes (Draft RPTP Network)

The new fixed route network in the draft RPTP provides:

- 6.1. Better value for money through scalable services.
- 6.2. Increased equity, with predictable fares, timetables, and infrastructure-supported access.
- 6.3. Stronger integration with the regional transport system.
- 6.4. Simplified delivery for long-term contracts and fleet management.
- 6.5. Alignment with regional mode shift, emissions reduction, and accessibility goals.

### Napier options – a modelled approach

In considering the outcomes of the MyWay Hastings trial the following shows what would be required to replace Routes 13 Taradale, 14 Maraenui and 15 Westshore with an on-demand service, and to add in this service to cover Napier Hill.

	Operating cost
Current operating cost per passenger on scheduled services Route 13, 14 & 15	\$ 4.93
Current operating cost per passenger MyWay Hastings	\$ 8.77
Number of vans current MyWay	3
Number of vans required for Napier MyWay plus one for Napier Hill	8
Current MyWay cost	\$ ~356,000
Projected Napier MyWay cost	\$ ~950,000
Current Route 13, 14 & 15 cost	\$ ~428,000
Price premium to run MyWay over fixed routes	\$ ~522,000

Average peak loads for Route 13 was 38.6 passengers, 14 @ 19.4 & 15 @ 18.7 meaning a minimum of eight vans would be required to carry current passengers at peak times.

### Conclusion

While MyWay demonstrated some success in service innovation and customer satisfaction, the financial, operational, and equity challenges outweigh its benefits. Given these limitations, Hawke's Bay Regional Council will not continue the MyWay trial in Hastings beyond the current proposed adoption of the new RPTP routes (which has an approximate go-live date in January 2026).

A review of implementation into Napier to replace Routes 13, 14 & 15 has also been dismissed due to the higher costs per passenger and total cost.

Instead, focus will shift to implementing a more sustainable, inclusive, and integrated fixed-route network as proposed in the RPTP. HBRC will continue to investigate where on-demand services could sit in future iterations of the network, whether this is servicing more rural or underserved communities, or as a hub and spoke model feeding into the prioritised fixed routes.

# Regional Transport programme tracker

N Workstream N. Sub-project	Economic Productivity & Co. Increased Maintenance & Safety Value for money				Progress	Overall Status	Road Blocks	Next Step	Comment	Resource		
	✓	✓	✓	✓						HBRC resource	RCA resource	External resource
<b>1 Regional Land Transport Plan</b>												
1.1	ILM	✓	✓	✓	0%	●		Staff to understand if ILM required	May not need to complete an ILM for 27 - 30. Further advice required.	20	20	75
1.2	Review of RLTP front end	✓	✓	✓	0%	●			Review to commence in late 2025 / early 2026 and be in line with regional priorities	80	10	10
1.3	GPS 26 analysis	✓	✓	✓	0%	●				50	50	0
1.4	RLTP planning	✓	✓	✓	0%	●			Development RLTP approach following GPS release and regional alignment	70	30	0
1.5	Strategic front end review / confirmation	✓	✓	✓	0%	●			Likely take place mid 2026	80	10	10
1.6	Develop programmes of work to reduce long term emergency spend in RLTP	✓	✓	✓	0%	●			Builds on asset management focus of current RLTP and investments in resilience	40	50	10
1.7	Investment programme development	✓	✓	✓	0%	●			TBC	50	50	0
1.8	Develop regional strategy of network resilience within RLTP	✓	✓	✓	0%	●			TBC	30	60	10
1.9	RLTP prioritisation	✓	✓	✓	0%	●			TBC	50	40	10
1.10	RLTP / LTP alignment across investment partners	✓	✓	✓	0%	●			TBC	50	50	
1.11	RLTP consultation	✓	✓	✓	0%	●			TBC	80	10	0
1.12	Adopt RLTP 2027 - 2030	✓	✓	✓	0%	●			TBC	100	0	0
<b>2 RoadSafe Hawke's Bay</b>												
2.1	RoadSafe co - funding MOUs executed		✓		80%	●		MOU's received back, invoices sent	MOU's have been sent out to partner Councils	90	10	0
2.2	Delivery of 24 - 27 Activity List		✓		30%	●			Ongoing, along with identifying community opportunities	80	15	5
2.3	Development of 27 - 30 Activity & funding bid		✓	✓	0%	●			To commence early - mid 2026	45	45	10
2.4	Ongoing refinement of strategic approach & delivery		✓	✓	25%	●			Ongoing improvement and responsive delivery	90	10	0
<b>3 Active Transport</b>												
3.1	Develop conceptual whole of network view with partners		✓	✓	5%	●			Building off existing work and TA strategies to identify gaps	50	50	0
3.2	Develop view of opportunities and investment required		✓	✓	0%	●			Build out investment case for future funding opportunities over time	50	50	0
3.3	Develop active transport strategy	✓	✓	✓	0%	●			Build long term strategy and investment pipeline	50	50	0
<b>4 PT - new network implementation</b>												
4.1	Finalise draft RPTP 2025 - 2035	✓	✓	✓	100%	●			Presented to RTC at 6 June meeting	100		0
4.2	Adopt RPTP 2025 - 2035	✓	✓	✓	80%	●			Scheduled for Council meeting 25 June	100		0
4.3	Finalise new network following community engagement	✓	✓	✓	70%	●			Final network to be presented to RTC at 29 Aug meeting	80	10	10
4.4	Develop immediate supporting infrastructure requirements	✓	✓	✓	50%	●			Build out network implementation plan with RCA's	60	40	0
4.5	Develop long term supporting infrastructure pipeline with RCA's	✓	✓	✓	20%	●				45	45	10
4.6	Review and consider branding & market positioning for new network	✓	✓	✓	10%	●			Initial discussions commenced	80	15	5
4.7	Develop comprehensive Marketing, Communications, and Engagement plan	✓	✓	✓	5%	●			To commence mid 2025, leveraging insights from RPTP engagement & consultation	85	0	15
4.8	Develop and test Wayfinding design	✓	✓	✓	0%	●			To tentatively commence August 2025	75	10	15
4.9	Commence marketing, communications, and engagement plan	✓	✓	✓	0%	●			Likely to kick off initial engagement / marketing Sept or Oct 2025 - TBC	33	33	33
4.10	Network implementation	✓	✓	✓	0%	●			Aiming for Jan 2026	33	33	33
4.11	Contract RFP	✓	✓	✓	0%	●			TBC	100	0	0
4.12	RFP assessment	✓	✓	✓	0%	●			TBC	100	0	0
4.13	Service contract awarded	✓	✓	✓	0%	●			TBC	100	0	0
4.14	New operator commences contract	✓	✓	✓	0%	●			TBC	90	10	0



# Hawke's Bay Regional Transport Committee

Detailed update – June 2025

These slides are detailed updates, and to be taken as read. The Committee are welcome to ask questions relating to the information as required.



Te Kāwanatanga o Aotearoa  
New Zealand Government

# Hawke’s Bay Project Updates

Activity	Est Value	Key date(s)	Progress	Commentary
<b>SH50 Prebensen Hyderabad Intersection Upgrades</b>	\$3.95m	Complete FY25		<ul style="list-style-type: none"> <li>• Shared path and lane changes; split into separate portions to facilitate delivery. We have successfully delivered one of these sections, which is performing well as designed.</li> <li>• This project is undergoing a rejuvenation and NZTA is working with Kiwirail to develop a solution for the last section that will comply with the specification and will fit within the remaining budget.</li> <li>• The last section involves a pedestrian crossing over the rail line at Prebensen Drive. This will connect the shared user paths on either side of the crossing and create a safe crossing point for pedestrians and cyclists who use the shared path.</li> <li>• Construction planned to get underway in September/October 2025.</li> </ul>
<b>SH5 Napier to Taupō safety improvements</b>	\$15m	Completed FY25		<ul style="list-style-type: none"> <li>• 8 Sites on SH5 have now been completed, the treatments include improved line marking, safety barriers at high-risk sites and improved shoulder widths.</li> <li>• Project was completed by TREC in conjunction with Cyclone Gabrielle network repairs.</li> <li>• This has now added an additional 6km of guardrail on the network.</li> <li>• Crews are currently working through the defect period.</li> <li>• Second coat seals will need to be applied in the next construction season.</li> </ul>



# Hawke’s Bay Project Updates - cont

Activity	Est Value	Key date(s)	Progress	Commentary
<b>SH38 Tall Oil Pitch Application (Stage 2)</b>	\$8m	Completed April 2025		<ul style="list-style-type: none"> <li>Project was completed in April</li> <li>Crews are currently working through the defect period</li> <li>Delivered in partnership with Ngāi Tūhoe</li> </ul>
<b>SH2 Mohaka slow vehicle bay</b>	Part of \$35m SH2/SH35 Connecting Tairāwhiti programme	Outstanding works completed first quarter of 2025		<ul style="list-style-type: none"> <li>A slow vehicle bay stretches 650 metres after the Mohaka viaduct, about 2 kilometres from Raupunga.</li> <li>Contractors returned in January 2025 to resurface the slow vehicle bay. Work is finished and programme is now complete.</li> </ul>



# SH38 Nature's Road Tall Oil Pitch Application

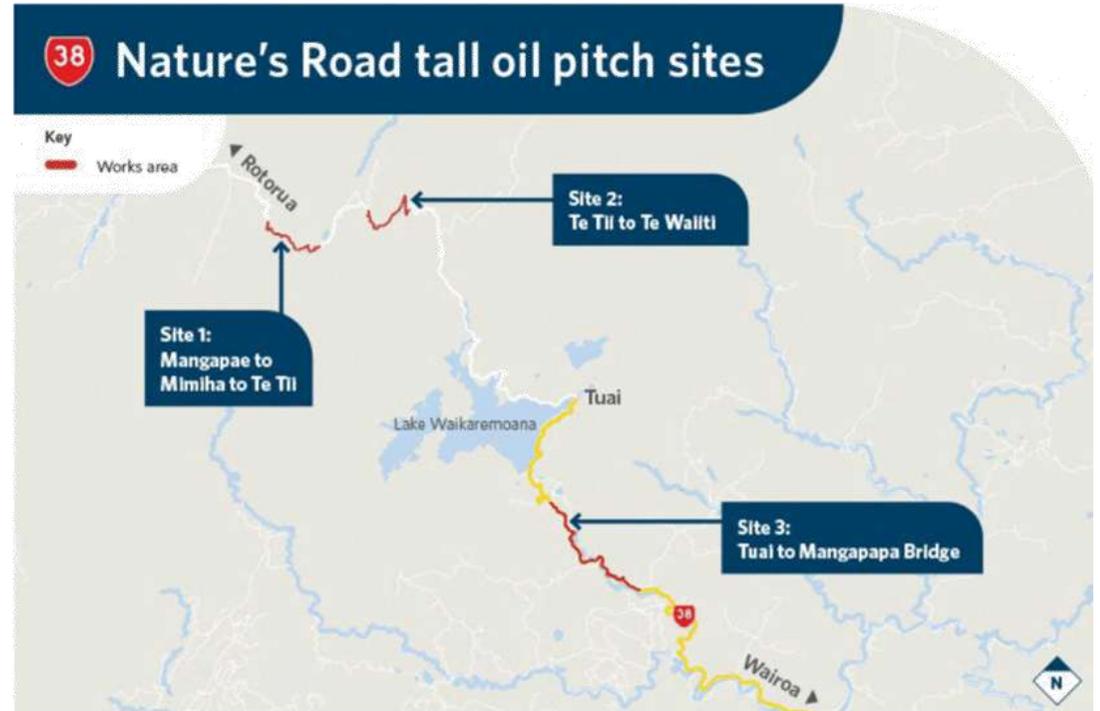
The project was completed in April 2025

In total, the project delivered:

- 2.807 kms of roadside safety barrier
- 18.5 kms of road was treated with Tall oil Pitch

The three newly treated sites will be monitored for technical performance with a view to treating the entire Nature's Road with Tall Oil Pitch in the future.

Crews are currently working through the defects period and a plan for ongoing maintenance is being developed.



# Bridge Repairs

## SH51 Tutaekuri Bridge (Waitangi)

- Currently in design, programmed construction start is July - August 2025.
- Proposed TREC recovery scope:
  - Debris clearance from bridge land spans
  - Removal and replacement of cycleway bracing beams
  - Reinforced concrete pile repairs.

## SH50 Ngaruroro Bridge – Fernhill

- Funding application for bridge strengthening still pending.
- In addition to this
  - Repair of slumping on northern end of the bridge is planned to start in June with completion of physical works expected by the end of the year.

## SH50 Mangamate Bridge

- Damaged barrier replacement
- Construction expected to commence June 2025



SH51 Tutaekuri Bridge



SH50 Ngaruroro Bridge - Fernhill



# Maintenance & Operations update

## Pothole response

Government expectation:

- 95% of potholes on high classification roads to be repaired within 24 hrs of identification
- 85% of potholes on lower classification roads to be repaired within 24 hrs of identification

## Pothole response Hawke’s Bay February, March, April, May (up to 21/5) 2025

	Completed	Total	% Completed	% Target
High classification roads (95%)	672	672	100%	100%
Low classification roads (85%)	187	187	100%	100%



# Hei konā mai

NZ Transport Agency

# Hawke's Bay Regional Transport Committee

June 2025



Te Kāwanatanga o Aotearoa  
New Zealand Government



# Safety cameras

From 1 July 2025 NZTA will be responsible for all safety cameras

- Our mobile cameras will be on roadsides from mid-May
- Speeding drivers in New Zealand will now be detected by cameras in SUVs (we'll use different colours and models). Later this year we'll add trailers to the fleet.
- Our SUVs and trailers won't be marked, they also won't be hidden. They'll be visible to drivers.
- Unsigned mobile safety cameras are twice as effective at reducing crashes than sign-posted mobile cameras.
- Mobile safety cameras reduce deaths and serious injuries when they discourage speeding everywhere. That's why we deploy them nationwide 'anytime, anywhere'.
- Where there is a risk of people being killed or seriously injured in a crash, you can expect to see our cars and trailers.
- Police officers will continue to issue notices for the offences they detect.



# Setting of Speed Limits 2024

## Land Transport Rule

- NZTA as regulator is responding ASAP to queries and doing what we can to assist, within the constraints of the Rule.
- Reminder: 1 July 2025 is the deadline for reversals to be implemented.
  - Reversed speed limits set in the National Speed Limits Register (based on list of specified roads submitted by 1 May 2025), new signs and road markings in place.
- Maintenance & Operations Investment Advisors are reviewing NLTF bids and updating RCAs on the outcome.
- **Questions?**  
Policy intent: [speedrule@transport.govt.nz](mailto:speedrule@transport.govt.nz)  
Implementation: [speedmanagementprogramme@nzta.govt.nz](mailto:speedmanagementprogramme@nzta.govt.nz)  
Funding: [TS\\_MO\\_InvestmentAdvisors@nzt.govt.nz](mailto:TS_MO_InvestmentAdvisors@nzt.govt.nz)

NZ Transport Agency



# Emergency works

- Following consultation with approved organisations (AOs), NZTA's Board has decided not to make changes to the enhanced funding assistance rates (FAR) for emergency works for response to and recovery from more frequent and larger events.
- NZTA will consider how to incentivise AOs to invest in maintenance and resilience programmes to increase the overall resilience of the road network as part of the development of the 2027-30 NLTP.
- We will also work with the Ministry of Transport on the development of the Government Policy Statement on land transport 2027.
- The emergency works FAR policy will be revisited in the 2027-30 NLTP period.
- In response to consultation feedback, some minor changes have been made to emergency works investment policies.
- More information is available online [www.nzta.govt.nz/planning-and-investment/emergency-works-policy-review/](https://www.nzta.govt.nz/planning-and-investment/emergency-works-policy-review/)

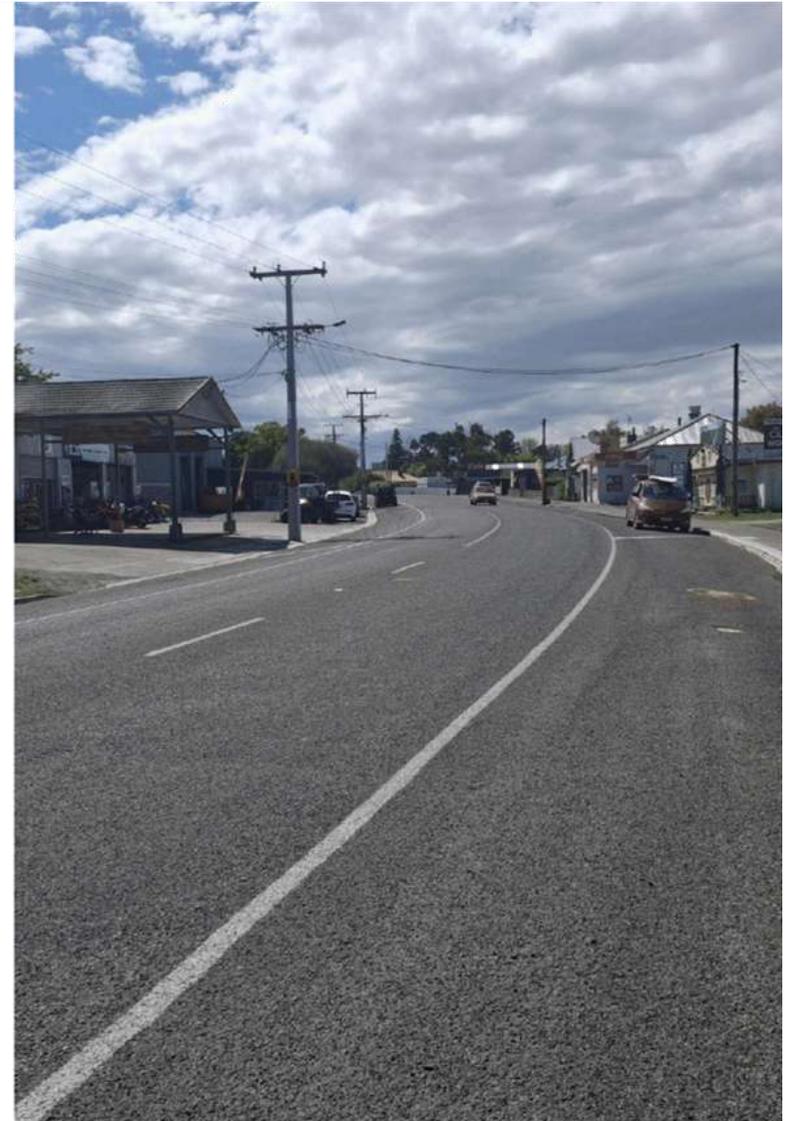
NZ Transport Agency

# Maintenance

- Significant renewal achievement across the country, with more than 2000 lane kilometres delivered.
- Selected activities are continuing where weather and temperatures allow.
- Our focus on pavement rehabilitation (250+ lane kms) has resulted in more disruptive works, but long-term improvement in network condition.
- Winter sees us switch to a reactive approach, monitoring and maintaining a safe and accessible state highway network.
- Rollout of risk-based traffic management approach across Network Outcomes Contracts taking place over winter 2025.
- Integrated Delivery Contract procurement is ongoing, with contract award expected before Christmas 2025.

NZ Transport Agency

*Photo: SH2 Waipawa pavement rehabilitation completed March 2025.*



## Hawke’s Bay Regional Update – RLTP Significant Related Activities 24-27

	Activity	Activity description	Status	On track
1	RoNS SH2 Hawke's Bay Expressway	Hawke's Bay Roads of National Significance as identified in GPS. See separate slide.	Section 1 enabling works are complete, Section 1 detailed design is underway; Investment Case for the remainder of the corridor is underway, targeting the August NZTA Board (decision on Section 1 main construction funding, approval of Investment Case and pre-implementation funding)	
2	Waikare Gorge	The project includes a 4km realignment and a new 160m bridge across the Waikare Gorge on SH2. See separate slide.	Since funding for the project was announced in February, two key milestones have been achieved - the appointment of the Principal's Technical Advisor (PTA) and the granting of consents.	
3	Napier Commercial Vehicle Safety centre (CVSC). Previously Weigh Right.	The Commercial Vehicle Safety Programme will change how we monitor and regulate heavy vehicles, going from manual weigh pits to data-driven, risk-based regulation.	Planning work is still ongoing, with resource consents and designs almost complete. Geotechnical testing and design of in-road screening sites underway – in collaboration with the Hawke’s Bay Expressway RoNS project team ( <i>no change</i> ).	
4	Public Transport service improvements	HBRC step-change in public transport services being delivered mid-2025. Business case to assess effectiveness post implementation and identify opportunities for improvement.	Single Stage Business Case under review and Investment Quality Assurance process ( <i>no change</i> ).	
5	SH2 Waipukurau revocation	CHBDC seeks revocation of SH2 through Waipukurau town centre, swapping a local road to re-route freight traffic around the town centre. Improving freight reliability while emphasising place functions and safety within the town centre.	To begin later in NLTP period ( <i>no change</i> ).	



# Setting of Speed Limits 2024 – State Highway

## Speed limits reversals

- Feedback from the recent consultation showed there was not majority support for retaining the 80km/h speed limit at Tarawera Cafe, Te Pōhue and between Turangakumu to Te Hāroto on SH5 Rangitaiki - Eskdale
- This means the speed limit will revert to 100km/h on the entire stretch between Rangitaiki - Eskdale on Wednesday 28 May
- The 80km/h speed limit on SH51 between Napier and Clive reversed to 100km/h on 1 May.
- 6 schools in the region will receive Variable Speed Limits (VSLs) prior to the July 2026 deadline



# Renewals Programme

Progress update 6 May 2025

The 24/25 Renewals Programme is nearly completed.

(+x) = amount completed since February 2025 RTC

Activity	Target	Completed to date
Rebuilds (where the road surface is replaced) throughout the region	10 lane km	11.94 lane km (+5.54)
Reseals	87 lane km	87 lane km (+37.1) Completed
Rumble strips	34 lane km	10.15 lane km
Drainage	23 sites (6 for culvert renewals)	Completed

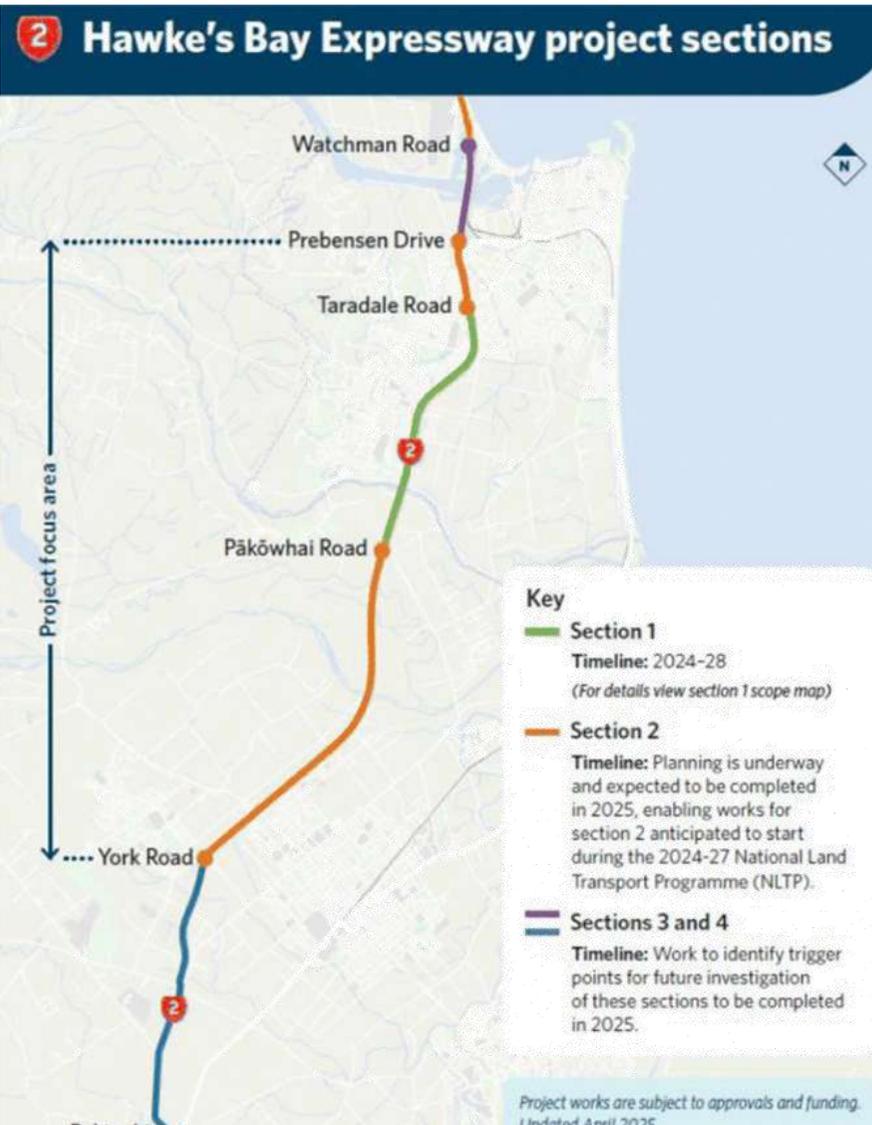




# Hawke's Bay Expressway

## Road of National Significance project – Section 1 update

- Enabling works completed:
  - Ground improvements north and south of Tutaekuri River Bridge
  - Vegetation clearance
  - Removal of NZTA-owned house at Burness Road
  - Physical inspection of all utilities within the corridor.
- Detailed design is underway
- Subject to funding approval, with a decision expected later this year on whether to proceed with Section 1 main construction.



# Hawke's Bay Expressway

## Section 2 update – Investment Case

- Investment Case underway for the remainder of the corridor, targeting the NZTA Board in August.
- Focus on delivering the highest benefits within the investment envelope.
- Refined focus area to concentrate on the most congested sections of the expressway: Prebensen Drive to York Road (17.5km).
- Identify trigger points for future investment between Watchman Rd to Prebensen Drive (section 3) and York Rd to Pakipaki (section 4), along with localised improvements that provide high benefits for minimal investment.
- The project's intended benefits remain the same: to support economic growth and productivity, along with increased resilience, safety and value for money.

# Waikare Gorge realignment

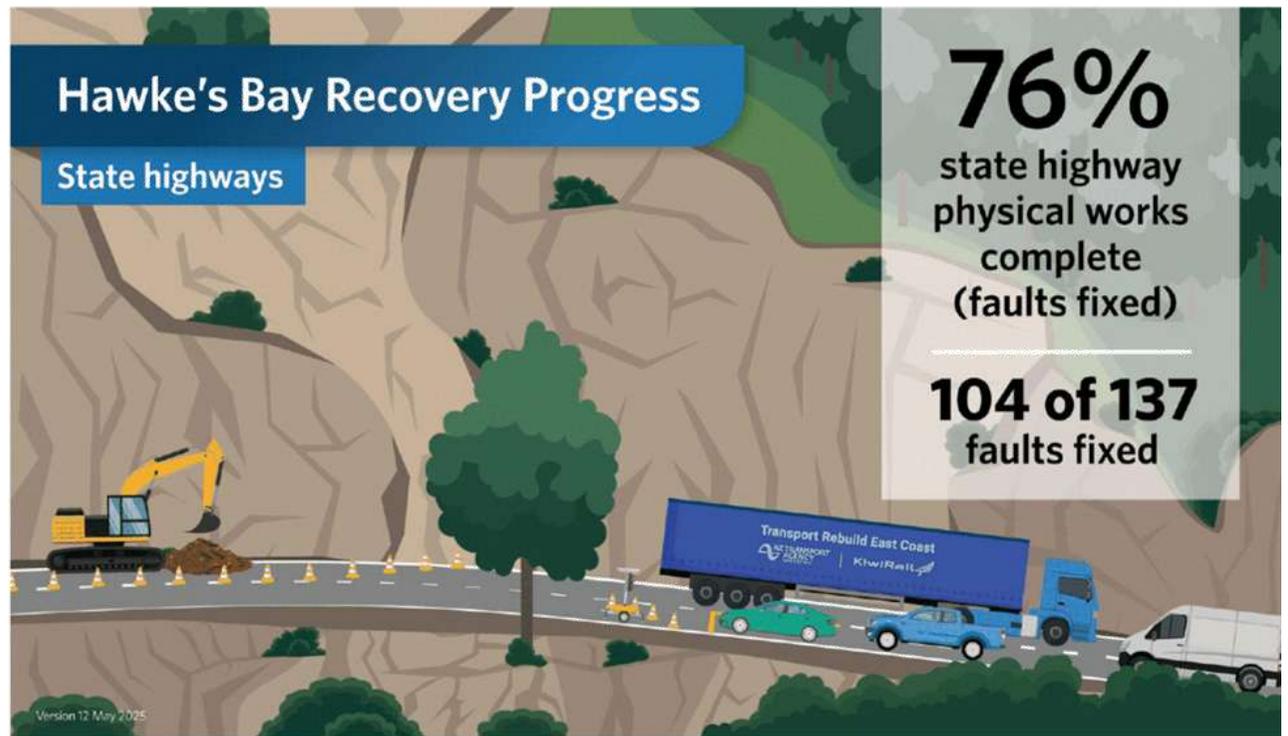
Update May 2025

- Land use consents received from Hastings District Council and Wairoa District Council. Land use consents will allow the farm land needed to be changed to road use.
- Resource consent received from Hawke's Bay Regional Council.
- Principal's Technical Advisor to the project appointed following a comprehensive tender process.
- The Design and Construct contract will be awarded via a tender process later this year.
- On track to begin main on-site construction of the realignment early next year. Once property agreements have been finalised, we will be looking to bring forward early enabling works.
- Ongoing maintenance of the temporary Bailey bridge to ensure resilience of the route.



# TREC Alliance

- Transition planning as work programme moves towards completion
- TREC presence in Hawkes Bay evolving in line with programme delivery
- Late 2025 most HB projects complete



# Hei konā mai

NZ Transport Agency

# TREC update

## Hawke's Bay RTC

June 2025

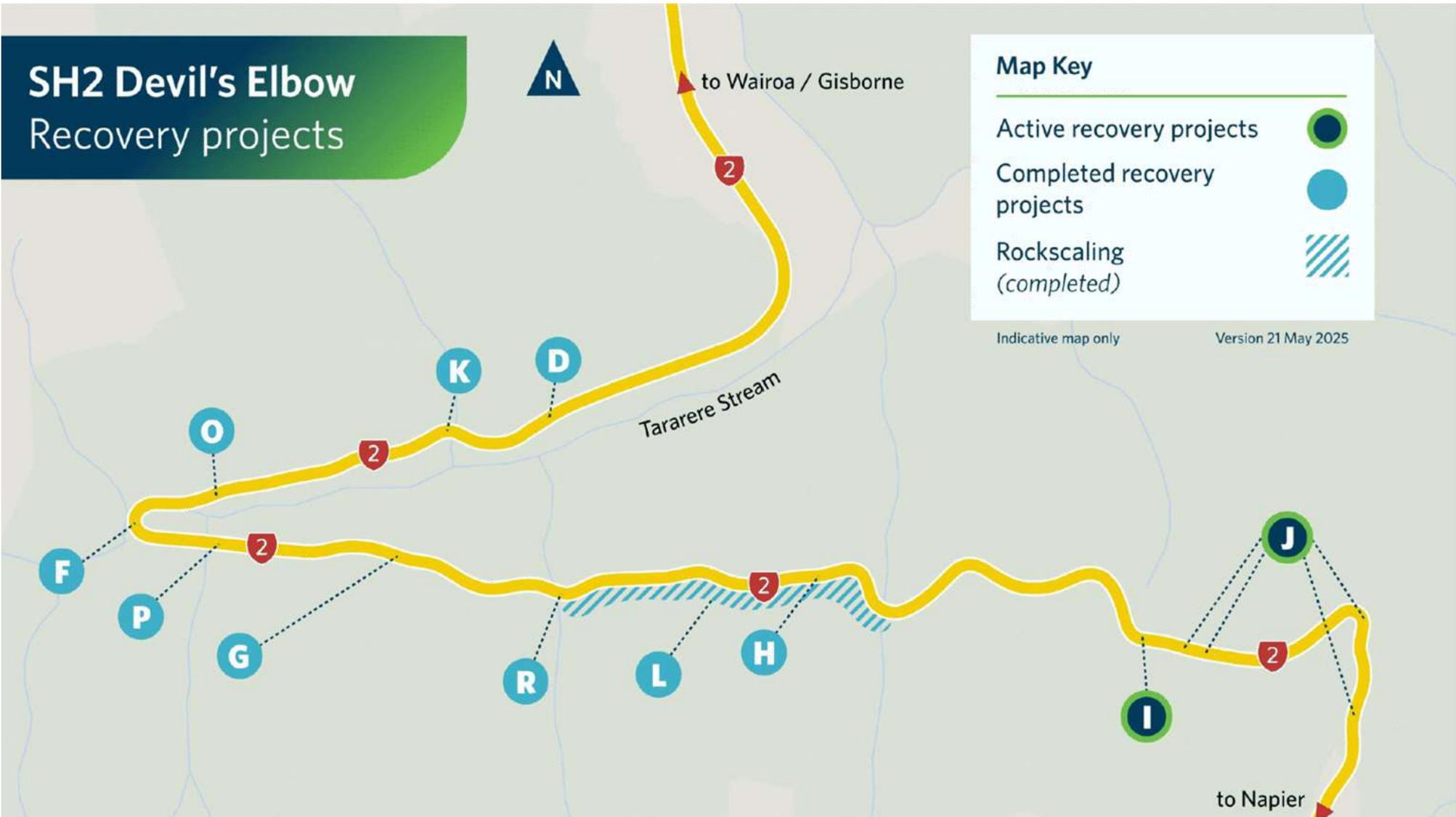
Transport Rebuild East Coast



Te Kāwanatanga o Aotearoa  
New Zealand Government



SH50 Glencoe Gorge underslip repairs



## Project I - Devil's Corner

- The most complex recovery project in the Devil's Elbow section
- Phase one of temporary works complete
- Stage two – construction well underway
- Drilling 9m deep piles



Project I – drilling underway

Transport Rebuild East Coast



## Other SH2 recovery work

- Recently completed:
  - Sandy Creek
- Underway:
  - Mohaka Rail Viaduct underslip repairs
- Later this year:
  - White Pine Bush underslip repairs
  - Lake Tutira underslip
  - Resurfacing works at Devil's Elbow, Tangoio Falls Reserve and Te Ngarue

Transport Rebuild East Coast



Mohaka Rail Viaduct underslip

# SH5 recovery

Underway:

- 3 underslip repairs at Māori Gully

Coming soon on SH5:

- Tarawera Culvert repairs
- Additional drainage work at Captain's Culvert
- Shoulder repairs at Eskdale substation



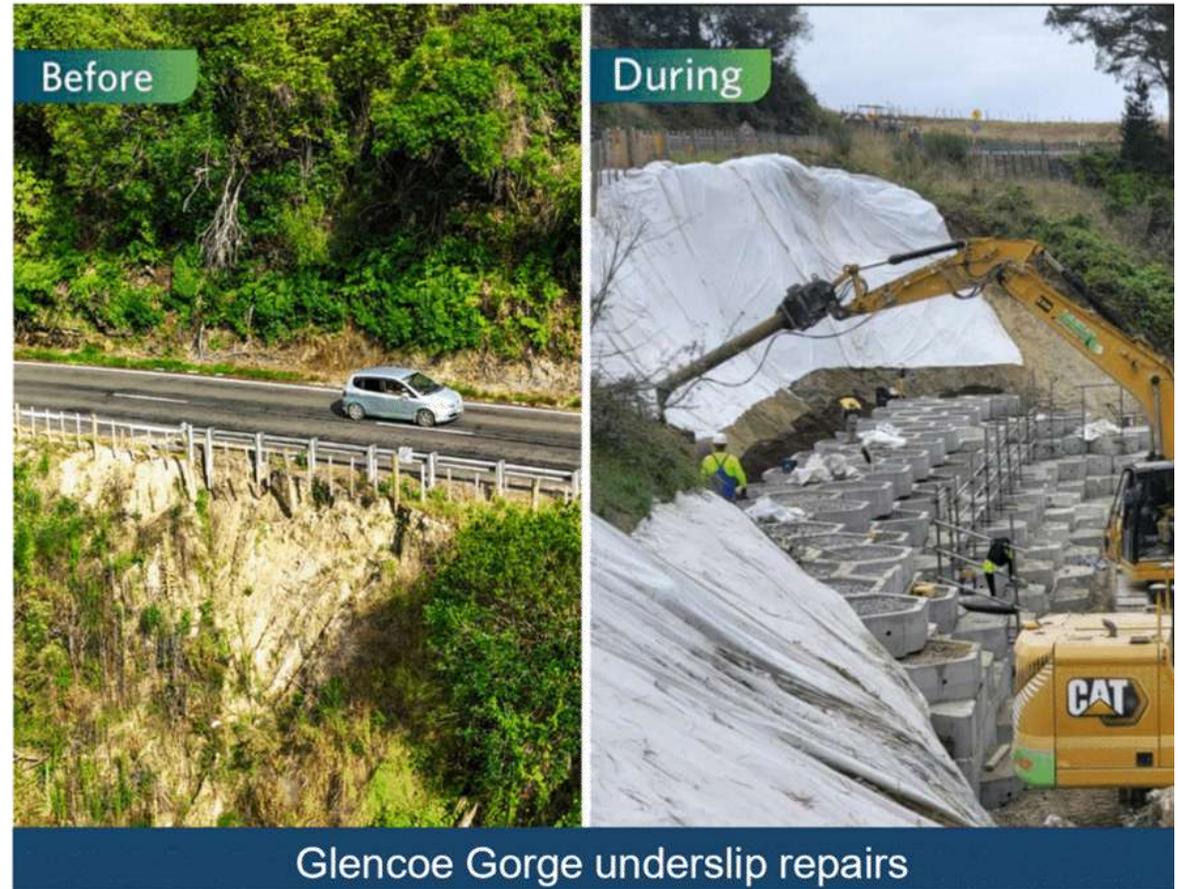
Māori Gully – repairing three underslips

Transport Rebuild East Coast



# SH50 / SH51 / SH38 recovery

- Final recovery site on SH50 underway:
  - Glencoe Gorge underslip
- Coming soon on SH51:
  - SH51 Waitangi Bridge (Tutaekuri River)
- Coming soon on SH38:
  - 5 sites in design – expected later this year



Transport Rebuild East Coast



# Site performance in recent weather

- Recovery sites performing well in wet weather
- Includes:
  - Culverts and drainage taking stormwater off the road
  - Bridge scour protection operating effectively and coping with high water flows



White Pine Bush wall – riprap working well, no scouring

Transport Rebuild East Coast



# Thank you

## Transport Rebuild East Coast

